

VISTA UNIFIED SCHOOL DISTRICT

RECEPTIONIST

Purpose Statement

The purpose of a Receptionist is to greet and direct visitors; operate a multi-line telephone system; provide general clerical support; provide support to assigned administrators; establish and maintain records; compile and distribute materials and reports; and respond to inquiries from a variety of internal and external sources.

This job reports to an assigned administrator.

Essential Functions

- Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries, and/or taking messages.
- Attends meetings, workshops, and/or in-service training for the purpose of conveying and/or gathering information required to perform functions.
- Compiles data (e.g., work orders, budget reports, specialized reports, personnel records, extra duty schedule, student athletes, etc.) for the purpose of preparing reports or processing requests.
- Coordinates assigned projects and/or activities for the purpose of completing activities and/or delivering services in a timely fashion.
- Greets a variety of internal and external parties (e.g. visitors, staff, parents, students, vendors, etc.) for the purpose of responding to inquiries and/or directing individuals to appropriate location in accordance with established building security procedures.
- Maintains a variety of manual and electronic documents, files, and records (e.g., visitor sign-in sheets, guest passes/badges, parking passes, calendars, schedules, contact lists, maps, etc.) for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Maintains reception area materials for the purpose of providing resource information to visitors.
- Performs general clerical functions (e.g., scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
- Prepares a variety of correspondence, reports and other materials for the purpose of documenting activities, providing written reference, and/or conveying information.
- Processes a variety of documents and materials for the purpose of disseminating information in compliance with established administrative guidelines.
- Receives a variety of items (e.g., mail, special deliveries, packages, supplies, etc.) for the purpose of distributing materials to appropriate parties.
- Responds to inquiries from a variety of internal and external parties for the purpose of providing information, facilitating communication among parties, and/or providing direction.
- Schedules activities (e.g., appointments, meetings, travel reservations/accommodations, facility usage, schedules, etc.) for the purpose of making necessary arrangements for assigned administrator.
- Supports assigned administrative personnel for the purpose of providing assistance with their functions and responsibilities.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple tasks using existing skills. Specific skill based competencies required to satisfactorily perform the functions of the job include:

- adhering to safety practices;
- interpersonal skills using tact, patience, and courtesy;
- operating standard office equipment including utilizing pertinent software applications;
- preparing and maintaining accurate records;
- promoting activities and/or events;
- screening telephone calls;
- using Microsoft Office software applications and Google based platforms.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include:

- business telephone and email etiquette;
- community resources;
- concepts of grammar, spelling and punctuation;
- job-related codes/laws/rules/regulations/policies;
- keyboarding;
- modern office practices and procedures;
- safety and security practices.

ABILITY is required to schedule activities and/or meetings; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include:

- accuracy and attention to detail;
- adapting to changing priorities;
- communicating with persons of diverse backgrounds;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- maintaining confidentiality;
- meeting deadlines and schedules;
- multitasking;
- understanding and following oral and written directions;
- working as part of a team;
- working with frequent interruptions.

Responsibility

Responsibilities include: working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 75% sitting, 10% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience is required.

Education: High School Diploma or equivalent.

Equivalency: Graduation from high school or equivalent and one year of clerical experience including telephone and receptionist duties and extensive public contact.

Retention: In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

Required Testing

For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

Certificates and Licenses

Some positions in this classification may be required to speak, read, write, and translate to/from English and Spanish.

Continuing Educ. / Training

Clearances

Fingerprint and Background Clearance
 Drug Test
 Tuberculosis Clearance

FLSA Status

Non-Exempt

Approval Date

Revised: 04/2004
 Revised: 06/11/2019

Salary Grade

Classified, Range 40