

JOB DESCRIPTION

Pleasanton Unified School District

RECEPTIONIST

Purpose Statement:

The job of Receptionist is done for the purpose/s of responding to inquiries, by telephone and in person, from staff, the public, parents, students, etc. to provide requested information and/or referral to other parties; distribution of incoming mail; and providing general clerical support as requested.

Essential Functions

- Answers multiline telecommunication system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Distributes a variety of items within the District Office (e.g. mail, supplies, messages, etc.) for the purpose of disseminating materials to appropriate parties.
- Evaluates situations (e.g. involving other staff, students, parents, the public, etc.) for the purpose of taking appropriate action and/or directing to appropriate personnel for resolution.
- Greets public, parents, students, vendors, etc. for the purpose of responding to their inquiries and/or escorting/directing them to appropriate personnel.
- Maintains a variety of records (e.g. calendar of activities, logs, petty cash fund, etc.) for the purpose of ensuring accuracy of files and complying with district, federal and state regulations.
- Maintains inventories of supplies and materials for the purpose of ensuring items' availability.
- Performs record keeping and a broad array of general and program specific clerical functions (e.g. scheduling, copying, faxing, mailings, etc.) for the purpose of supporting sites with necessary materials.
- Prepares written materials (e.g. logs, reports, memos, notes, press releases, mail, etc.) for the purpose of documenting activities, providing reference and/or conveying information.
- Responds to inquiries of staff, the public, parents and/or students for the purpose of identifying appropriate parties to address immediate issues.
- Schedules a variety of activities (e.g. visits, meetings, facilities usage, etc.) for the purpose of assisting in meeting staff needs and efficient utilization of personnel, equipment and facilities.
- Trains personnel on switchboard procedures for the purpose of ensuring adequate coverage and proper operation of telephone systems.

Other Functions

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, non-technical tasks. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including pertinent software applications; operating equipment used in telecommunications; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math; understand written procedures, write routine documents, and speak clearly; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: concepts of grammar and punctuation; and operation of business telecommunications equipment.

ABILITY is required to schedule activities; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide 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 specific, job-related data; and utilize specific, job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is limited. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; working as part of a team; and working with constant and sustained interruptions.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and 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.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 30% sitting, 10% walking, and 60% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience is required.

Education High School diploma or equivalent.

Required Testing

Pre-employment Proficiency Test

Continuing Educ. / Training

None Specified

Certificates & Licenses

None Specified

Clearances

Criminal Justice/Fingerprint Clearance
Tuberculosis Clearance

FLSA Status

Non Exempt

Approval Date

Salary Grade

Classified 10