

CLASSIFICATION TITLE: *Receptionist/Clerk*

Salary Range: 8

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

Under direct supervision, performs a variety of routine clerical, reception, and office support functions; performs other related duties as required.

DIRECTLY RESPONSIBLE TO:

Appropriate department administrator. May receive assignments from senior support personnel as required.

SUPERVISION OVER:

None; however, may provide technical direction to students or other support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Communication/Customer Service:

Answers and routes telephone calls; conveys information both orally and in writing; answers inquiries from parents, staff, students, and other clients regarding programs and resources departmental rules, regulations, policies and procedures; directs clients to appropriate resources; acts as office receptionist greeting and directing visitors; schedules and coordinates meetings for supervisor; provides materials, and initiates requests for information when required.

Recordkeeping:

Responsible for maintaining office filing and recordkeeping systems; enters, edits, and retrieves data; processes forms such as expenditure claims, participant and employee time sheets, deposit forms, courier distribution logs, mandated cost reports, purchase requisitions and online supply orders; maintains records and current information on programs and services, confidential files and other related information for department needs.

Document Preparation:

Uses a computer to produce letters, memos, spreadsheets, and agendas from straight copy, rough draft, or oral instructions; completes forms, requisitions and other documents; prepares pamphlets, flyers, manuals, and handbooks; proofreads assignments for accuracy and completeness.

Staff Support:

Coordinates and prepares for meetings and special events by assisting with registrations and confirmation, reserving rooms, and arranging for refreshments and necessary equipment; duplicates, sorts and distributes various documents; prepares bulk mailings; maintains departmental calendars; coordinates and confirms conference room reservation schedules; proctors timed assessments; sends, receives and distributes faxes and e-mail; scans, sorts, distributes, and redirects mail; maintains inventory of office supplies and orders as necessary; operates standard office equipment.

MINIMUM QUALIFICATIONS:

Education:

Sufficient formal and/or informal training to provide the ability to read and write at a level consistent with the requirements of the position.

Training and Experience:

Any combination of training and/or experience which demonstrates ability to perform the duties as described; a typical qualifying background would include experience working in an office environment involving public contact.

Knowledge of:

English grammar, punctuation, and spelling; basic mathematics; standard types of office filing systems, proper telephone etiquette and techniques; standard office software applications; standard office equipment.

Skill and Ability to:

Accurately type and learn to efficiently use various software applications ; communicate effectively in oral and written form; follow instructions; organize and prioritize work; perform basic research and report results; read and apply rules, regulations, and procedures; proofread material and make necessary corrections; learn and follow standard office procedures; learn appropriate filing and recordkeeping systems; select appropriate business formats; work cooperatively and effectively with students, parents, administrators, staff, and the general public.

Physical Requirements:

The usual and customary methods of performing the job functions requires the following physical demands: Occasional lifting up to 25 lbs, carrying, pushing and/or pulling; some stooping, kneeling, crouching; reaching, handling; manual dexterity to operate a telephone and enter data into a computer; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.