

SWITCHBOARD OPERATOR/RECEPTIONIST

DEFINITION:

Under general supervision of the Superintendent, operates a telephone switchboard and serves as the District Office receptionist; provides routine information to the public with tact, patience and courtesy; performs a variety of clerical duties and does related work as is necessary and required.

EXAMPLES OF DUTIES:

Operate a PBX switchboard, answering telephone calls and making necessary connections; *E*

Serve as District Office receptionist, receiving and referring visitors to the appropriate individual or office; *E*

Provide routine information to the public; *E*

Coordinate arrangements and prepare necessary follow up documents for conference, workshop and meeting attendance of Board Members and Superintendent; *E*

Maintain Superintendent=s office revolving cash fund account, order office supplies including awards for official functions; *E*

Compile information for and assemble the completed weekly Trustee Report for distribution to Board of Trustees and District administrators; *E*

Compile data and prepare District-wide master and activity calendars. Maintain board room schedule and daily district meeting schedule posting; *E*

Compile and prepare assigned Board agenda consent items using established format; *E*

Maintain files for Superintendent=s office and prepare newspaper clip files on District related subjects; *E*

Solicit input from PTA/PTO Roundtable members and as directed prepare the monthly PTA/PTO Roundtable agenda; *E*

Open, sort and distribute Superintendent=s office mail; *E*

Maintain control of District Office building keys assigning keys to staff as necessary; *E*

Coordinate approval and distribution of flyers to district sites; *E*

Assist the Superintendent=s office staff in preparing and/or copying and assembling lists, records, reports, labels, agendas and correspondence as required. *E*

E denotes an essential function of the job.

SUPERVISION:

Receives general supervision from the Superintendent. Daily assignments and direction are provided by Superintendent's Executive Assistant.
Supervision is not exercised.

MINIMUM QUALIFICATIONS:

Knowledge of:

Operation of a PBX switchboard;
Modern office methods, procedures, terms and equipment, including a basic knowledge of word processing;
Correct English usage, spelling, grammar and punctuation;
Business office telephone techniques and etiquette;
Standard record keeping, filing systems and procedures;
Basic math used in an office environment.

Ability to:

Operate a PBX switchboard with speed and accuracy;
Communicate clearly and give concise, accurate responses, handling callers and visitors with tact, patience, courtesy and graciousness;
Operate various standard and specialized office equipment including personal computers and reprographic machines;
Maintain accurate records;
Keyboard at a net corrected speed of 40 words per minute.

EDUCATION AND EXPERIENCE:

Individuals possessing the listed knowledge's, skills and abilities are considered to possess the necessary education to succeed in the classification. Typically this knowledge and these skills and abilities are acquired through one or more years of experience in a busy office environment operating a PBX or equivalent training.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Safely, lift, carry, push, pull up to 25 pounds; frequently sits and stands; occasionally, walks, stoops, bends and reaches overhead; repetitively uses fingers on both hands simultaneously; communicate clearly and is able to hear and understand normal voice conversation in person and on the telephone; visual acuity sufficient to see small details in an office environment; use a personal computer and PBX telephone switchboard; works inside exclusively; has direct contact with public and other district staff, frequently in difficult interpersonal situations; occasionally works with tight deadlines.

Last revised 2/01

Revisions effective 6/10/04