

TITLE: RECEPTIONIST/SWITCHBOARD OPERATOR

QUALIFICATIONS:

1. Knowledge of proper telephone and receptionist procedures
2. Knowledge of proper English usage; ability to speak and understand Spanish
3. Knowledge of office practices and procedures; ability to operate telephone switchboard system and common office equipment
4. Ability to communicate effectively with cross-section of people on professional and personal basis
5. Ability to follow oral and written directions; ability to use independent judgment
6. Ability to work effectively with staff, students and public
7. Ability to respond effectively during emergencies
8. Must pass required tests

REPORTS TO: Public Information and Communications Officer

JOB GOAL: To provide services which contribute to the effectiveness of the district by performing a variety of communication duties

PERFORMANCE RESPONSIBILITIES:

1. Greets, determines needs and directs visitors to various departments, meetings and/or staff
2. Operates telephone switchboard, receives incoming calls and routes to proper personnel
3. Reports and keeps records for district-wide telephone repairs
4. Reflects a positive, courteous and friendly manner in the performance of duties
5. Relays emergency instructions district-wide
6. Performs routine clerical duties such as typing, filing, proofreading, mail sorting, etc.
7. Performs other related duties as assigned

TERMS OF EMPLOYMENT: Salary and work year to be according to current schedule; classified salary schedule, class 14

EVALUATION: Performance of this job will be evaluated in accordance with the District's "Improvement of Professional Services Handbook", Board Policies and Procedures and consistent with collective bargaining agreements when applicable