

LOCAL DISTRICT CLASSIFICATION PLAN

CLASS TITLE: RECEPTIONIST

BASIC FUNCTION:

Operate a telephone switchboard; provide routine information and assistance; receive incoming calls and make necessary connections to school or District office or individual; take and transmit information and messages as requested.

REPRESENTATIVE DUTIES:

Operate a switchboard; provide information and assistance; receive incoming calls and make necessary connections to school or District office or individual; take and transmit information and messages as requested.

Perform a variety of clerical work as assigned including posting and maintaining records, typing, and duplicating materials, receiving, sorting, and distributing mail, preparing bulk and certified mail and maintaining postage records; assist other offices with a variety of clerical duties as directed.

Greet, screen, and direct visitors to appropriate departments; provide routine information to the public.

Prepare, duplicate, assemble, and distribute materials; maintain telephone personnel directory as assigned.

File and type routine lists, records, reports, and correspondence.

Operate a variety of office equipment including typewriter, postage meter, calculator, and copy machine.

Distribute forms and applications; assist in completion and verify accuracy and completeness.

Assure the switchboard is covered during working hours; train and provide work direction to substitutes and student workers.

Contact police, security, fire, and medical personnel as procedures require.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of telephone switchboard.
Telephone techniques and etiquette.
Modern office practices, procedures, and equipment.
Correct English usage, grammar, spelling, punctuation, and vocabulary.
Basic computer operation.
Basic math.
Postage regulations.
Interpersonal skills using tact, patience, and courtesy.
Record keeping techniques.

ABILITY TO:

Operate an assigned switchboard at District or school-site office.
Perform receptionist, clerical, and mail distribution duties.
Provide information in a clear and understandable manner.
Work independently with constant interruptions.
Receive the public tactfully and courteously.
Operate office equipment including typewriter, calculator, copier, and postage machine.
Type at an acceptable rate of speed.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and files.
Work confidentially with discretion.
Communicate effectively both orally and in writing.
Basic math.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: high school diploma, G.E.D. Certificate or demonstrated progress toward obtaining a G.E.D. as required by Kentucky law and one year of general clerical experience, including typing, public contact and the operation of a switchboard.