

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: RECEPTIONIST

BASIC FUNCTION:

Under the direction of the Senior Administrator, Human Resources, operate a centralized telephone switchboard system at an assigned office; greet and assist visitors to the office; receive, sort and distribute incoming, outgoing and internal mail and correspondence; perform a variety of clerical support duties.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Operate a centralized telephone switchboard system, directing calls to appropriate personnel; receive and transmit messages; provide general information and assistance to callers as needed.

Greet and assist visitors to the office; screen and direct visitors to appropriate offices, departments and personnel; distribute a variety of materials to visitors.

Serve as back-up fingerprint assistant and participate in fingerprinting activities as assigned; assist with scheduling appointments for fingerprinting; explain fingerprinting procedures as needed; operate assigned fingerprinting machine.

Perform general clerical support duties including filing, duplicating, typing, assembling and distributing a variety of materials including letters, announcements, memoranda and informational packets.

Operate a variety of office equipment including a computer, assigned software and other standard office equipment.

Receive, sort, and distribute incoming, outgoing and internal mail and correspondence; receive and distribute incoming packages; assist other staff in mailing activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of a centralized telephone switchboard.

Telephone techniques and etiquette.

Interpersonal skills using tact, courtesy and diplomacy.

Modern office practices, procedures and equipment.

Oral and written communication skills.

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San Mateo County Office of Education

Operation of a computer and assigned software.
Correct English usage, grammar, punctuation, spelling and vocabulary.

ABILITY TO:

Answer telephones and greet the public courteously.
Learn and explain organization, procedures and policies of assigned office.
Provide information, directions and assistance.
Receive, sort and distribute mail.
Perform general clerical support duties including typing, filing and duplicating.
Maintain routine records.
Type or input data at an acceptable rate of speed.
Communicate effectively both orally and in writing.
Operate a variety of office equipment including a computer.
Complete work with many interruptions.
Establish and maintain cooperative and effective working relationships with others.
Learn to operate electronic fingerprint equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to graduation from high school and one year of general clerical experience involving public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.