

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.
Telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Oral and written communication skills.
Interpersonal skills including tact, patience and courtesy.
Recordkeeping techniques.

ABILITY TO:

Receive telephone messages and requests for certificated and classified substitutes.
Assign qualified certificated and classified substitutes to specified job assignments.
Learn, operate and monitor the functions of computer automated calling system.
Interpret, apply and explain rules, regulations, policies and procedures.
Prioritize and schedule work.
Meet schedules and time lines.
Determine appropriate action within clearly defined guidelines.
Type or input data at an acceptable rate of speed.
Answer telephones and greet the public courteously.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Maintain records and prepare reports.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and ~~one~~ clerical experience involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

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

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San Mateo County Office of Education