



CAJON VALLEY UNION SCHOOL DISTRICT PERSONNEL COMMISSION

Job Class Description

<u>DISTRICT RECEPTIONIST - BILINGUAL</u>			
DEPARTMENT/SITE:	District Department	SALARY SCHEDULE:	Classified Bargaining Unit
		SALARY RANGE:	17 per 2021/2022 Schedule
		WORK YEAR:	12 Months (260 Days)
REPORTS TO:	Assigned Supervisor	FLSA:	Non-Exempt

BASIC FUNCTION:

Under the direction of an assigned supervisor, greet and assist visitors upon entering or exiting the Welcome Center to create a welcoming experience, answer general questions and/or direct visitors to appropriate offices; operate a multi-line telephone system; to receive incoming calls, answer routine questions and direct calls to appropriate personnel; perform a variety of general clerical duties in support of the District Office, departments and programs; provide support in the primary language, as required; translate (both to proper English and primary language) a variety of written documents as well as interpret for meetings, telephone calls, and other events. The incumbents in this classification assist in providing students, parents, staff, and the public with reception and general clerical duties both in proper English and primary language which directly supports student learning.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

Greet and assist visitors upon entering or exiting the Welcome Center to create a welcoming experience, answer general questions, and/or direct visitors to appropriate offices, school sites, and personnel.

Operate a multi-line telephone system, directing calls to appropriate personnel; take and relay messages, as appropriate; provide general information, directions, and assistance to callers or route to appropriate personnel.

Provide support in the primary language, as required; translate (both to proper English and primary language) a variety of written documents as well as interpret for meetings, telephone calls, and other events.

Perform general clerical support duties including filing, duplicating, personnel data entry (e.g., staff TB dates, CPR and First Aid certification dates), assembling and distributing a variety of materials including letters, memoranda, and informational packets.

Operate a variety of office equipment including a copier, fax machine, computer, and assigned software.

Process employee identification badges; photograph new hires; print and provide employee identification badges to new hires or produce new badges in the case of a lost badge.

Access calendar of appointments, conferences, and meetings for the office meeting rooms; prepare and distribute the schedule to appropriate parties; project daily calendar for office meeting rooms on the lobby monitor screen.

Open and close the District Office according to established procedures; provide information in the lobby for access by the general public and employees; maintain the lobby area in a clean and orderly condition as required.

Assist with receiving, sorting, and distributing incoming, outgoing, and internal mail, as needed; receive, distribute or notify appropriate personnel of incoming packages; assist staff with bulk mailing or other special projects as needed.

Maintain supplies and materials (e.g., water, coffee supplies, snacks, whiteboard materials) for District Office and Personnel Services Conference Rooms.

Perform classification-related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures, and equipment.
Receptionist and telephone techniques and etiquette.
Interpersonal skills using tact, courtesy, and diplomacy.
Operation of a centralized telephone switchboard.
Recordkeeping and filing techniques.
Oral and written communication skills in English and a designated second language.
Operation of a computer and assigned software (e.g., Google Office Suite).
Correct English usage, grammar, punctuation, spelling, and vocabulary.
Basic math.

ABILITY TO:

Greet and assist visitors in a friendly and professional manner.
Make connections with visitors by engaging in friendly and genuine conversation.
Answer telephones and greet the callers courteously.
Learn and explain organization, procedures, and policies of the District, schools, departments, or programs.
Provide information, directions, and assistance.
Facilitate communications between District personnel, non-English speaking parents, and others.
Serve as an interpreter for conferences, meetings, and other events.
Perform general clerical support duties including data entry, filing, and duplicating.
Understand and follow oral and written directions.
Maintain routine records.
Post information accurately between documents.
Add, subtract, multiply and divide quickly and accurately.
Keyboard or input data at an acceptable rate of speed.
Receive, sort, and distribute mail as needed.
Operate a variety of office equipment, including a computer and assigned software.
Complete work with many interruptions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Determine appropriate action within clearly defined guidelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to graduation from high school or equivalent and one year of clerical experience involving frequent public contact. Front office/receptionist experience in a school district or other large public agency is desirable.

LICENSES AND OTHER REQUIREMENTS:

None required.

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 and mouse.

Sitting for extended periods of time.

Seeing to view a computer monitor and read, prepare and assure the accuracy of a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Reaching overhead, above the shoulders, and horizontally.

Occasionally lift and/or move objects weighing up to 25 pounds.

CLEARANCES:

Criminal Justice Fingerprint /Background

Tuberculosis

Pre-placement Physical and Drug Screen

JOB CLASS HISTORY

No class history available

5/22 Revised / Reallocated (EH&A / MGT Consulting) / PC & GB: 09/2022