

Alameda County Office of Education

JOB TITLE: Receptionist (Range 12 CSEA)

JOB SUMMARY :

Greets public and visitors in lobby of ACOE Offices, answers and directs incoming telephone calls to ACOE.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Greets, directs and answers inquiries of visitors to the ACOE Lobby.

Receives and directs incoming telephone calls and takes messages.

Activates employee voice mails.

Provides general information to the public in person and on the telephone.

Maintains computer database of telephone directory.

Prepares mailings.

Types, edits and proofreads reports, correspondence, memos and other materials.

Prepares and displays daily notices on public information video monitor.

Receives and distributes travel tickets, signs for package deliveries.

Reviews newspapers for articles pertaining to education, clips and distributes articles appropriately.

Receives and reroutes Superintendent, Board of Education and miscellaneous mail.

Receives, signs for and distributes selected payroll warrants.

Prepares and maintains files and directories.

Maintains operational desk manual for Receptionist duties.

Answers calls for, and serves as substitute in, Superintendents Office.

Performs related duties as required.

Receptionist Continued

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITY TO

Receive and direct the public.
Answer telephones courteously and efficiently.
Explain general policies & procedures.
Schedule and coordinate meetings.
Prepare and maintain records and files.
Perform clerical work & administrative tasks.
Keyboard at 40 WPM from clear copy.
Establish, maintain effective relationships.
Operate modern office equipment.
Communicate effectively orally and in writing.
Understand, follow oral and written directions.
Perform routine clerical duties.

KNOWLEDGE OF

General STRS administration procedures.
ACOE departments and staff.
Telephone operations.
Interpersonal skills.
Correct written and spoken English.
Operation of computers and related software.
Coordination of clerical assignments.
Telephone etiquette.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent; one year related experience in reception or clerical duties with public contact; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

None required.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide using whole numbers.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Receptionist Continued

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in inside environmental conditions. The employee occasionally works with a video display terminal for prolonged periods. The noise level in the work environment is usually quiet.

Approved By: Personnel Commission

Approved Date: February 19, 2009