



CLASSIFIED
Job Classification Description
 Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
 PERSONNEL COMMISSION
 APPROVED MOTION NO. 22-2022/23
 DOCUMENT NO. 10-2022/23
 DATED 10/19/2022

<u>RECEPTIONIST</u>	
DEPARTMENT/SITE: District Department or School Site REPORTS TO: Designated Administrator	SALARY SCHEDULE: Classified Bargaining Unit SALARY RANGE: 14 WORK CALENDAR: 261 Days FLSA: Non-Exempt

PURPOSE STATEMENT:
 Under the general direction of the Supervisor, the Receptionist greets and directs visitors, responds to inquiries from staff, the public, parents, students, etc. by providing requested information and/or referral to other parties; and, when time permits, providing general clerical support. The incumbents in this classification provide the school community with support and information, which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS
 Positions in this class provide support to their assigned site (school or District Office) by answering the phone, greeting visitors and performing general clerical functions. This class differs from the Office Assistant class, which has a more significant clerical support function within the school or office.

ESSENTIAL FUNCTIONS, DUTIES AND TASKS:
The following alphabetical list of functions, duties and tasks is typical for this classification. Incumbents may not perform all of 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.

- Answers telephone system to screen calls, transfer calls, respond to inquiries and/or take messages.
- Generates and updates district office or school site phone list.
- Greets individuals entering the building (e.g., visitors, parents, students, vendors), responds to inquiries; collects and reviews paperwork; and/or directs individuals to appropriate location.
- Maintains building information (e.g., use schedules, staff directories, emergency contacts).
- Maintains reception area materials (e.g., job applications, newsletters, event calendars) to provide resource information to visitors.
- Performs general clerical functions (e.g., scheduling, copying, faxing, data entry, filing) to support office operations.
- Provides translating/interpreting for teachers and others as requested to communicate with parents.
- Sorts and routes items within the site (e.g., special delivery and overnight mail/packages, messages, application packets, student enrollment paperwork).
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory district trainings.

KNOWLEDGE, SKILLS AND ABILITIES
(At time of application)

- Knowledge of:**
- Business telephone etiquette
 - District office or site routines

- English, and Spanish if required, usage and grammar
- Basic math
- Customer service principles and practices

Skills and Abilities to:

- Prepare and maintain accurate records
- Maintain an organized work area
- Operate standard office equipment and pertinent software applications
- Maintain confidentiality
- Adapt to changing priorities
- Work with frequent interruptions
- Communicate in English and Spanish as needed, with diverse groups, displaying tact and courtesy
- Provide quality customer service

RESPONSIBILITY:

Responsibilities include: working under direct supervision using standardized routines; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:

(At time of application and in addition to the Knowledge, Skills and Abilities listed above.)

EDUCATION REQUIRED:

High School diploma or equivalent.

EXPERIENCE REQUIRED:

Six (6) months experience in an office environment.

LICENSE(S) REQUIRED:

- None required

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)
 - Pre-employment physical exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is performed in an indoor office environment
- Requires extensive sitting, and some standing and walking
- Light lifting, carrying, pushing, and/or pulling
- Manual dexterity to operate a computer keyboard and other office equipment, handle files and documents
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen