

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: CENTRAL OFFICE RECEPTIONIST

BASIC FUNCTION:

Under the supervision of the Supervisor - Administrative Services, performs a variety of responsible clerical, office, reception, and operational support functions at the central administration office in support of the Santa Clara County Office of Education; operates a centralized multi-line telephone system; serves as a receptionist to greet and assist visitors and provides information and assistance to staff, students, parents, and the public; receives, sorts and distributes incoming, outgoing and internal mail and correspondence.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs receptionist duties at the central administration office; operates a centralized multi-line telephone system directing calls to appropriate personnel; receives and transmits messages; answers questions and provides general information and assistance to callers and walk-in visitors.

Greets and assists employees and visitors in a professional and courteous manner; screens and directs visitors to appropriate offices, school sites and personnel; refrains from discussing personal information of employees or visitors obtained through the course of duties, except as required by law or SCCOE policy; directs all confidential inquiries or requests to Supervisor for guidance and direction; distributes a variety of materials to visitors; provides routine information on school policies and procedures to visitors.

Receives, reviews, and verifies documents, records and forms for accuracy, completeness and assures conformance to applicable County Office of Education rules and regulations; compiles, assembles and organizes a variety of data and information related to assigned functions.

Receives and distributes incoming packages; assists other staff in preparing bulk mailings; maintains related records, forms, logs, and documents.

Researches, verifies, records and inputs data and other information into an assigned computer software system, spreadsheet, or database as required.

Maintains office maps, telephone extensions list for staff, and routine operational records.

Provides training and work direction to relief receptionists as assigned; provides clerical support to assist in special projects for other departments as needed.

Performs general clerical support duties including filing, photocopying, typing, collating, assembling, and distributing a variety of materials; composes correspondence; receives and sends emails.

Maintains logs of cash receipts for the paper recycling program and forwards cash and receipts to accounting for processing.

Operates a variety of office equipment including a centralized multi-line telephone system, calculator, printer, copier, scanner, fax machine, a computer and assigned software.

Maintains lobby desk and surrounding area in a clean and orderly condition.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Operation of a centralized multi-line telephone system and related equipment.
- Telephone techniques and etiquette.
- Central office employee locations, departments, and extensions.
- County of Education policies, regulations, and procedures.
- Modern office practices, procedures, and equipment.
- Interpersonal skills using tact, patience, courtesy, and diplomacy.
- Oral and written communication skills.
- Record-keeping techniques.
- Operation of a variety of office equipment, computer and assigned software.
- Understanding and appreciation of cultural sensitivity and human diversity.
- Correct English usage, grammar, punctuation, spelling and vocabulary.
- Methods and techniques of public relations.

ABILITY TO:

- Greet, screen and direct callers and/or visitors.
- Answer telephones and operate a centralized multi-line telephone system.
- Learn and explain organization, procedures, and policies of assigned office.
- Perform general clerical support duties including typing, filing, and duplicating.
- Communicate effectively both orally and in writing.
- Read, interpret, and follow rules, regulations, policies, and procedures.
- Communicate clearly and distinctly by telephone and in person.
- Provide information, directions and assistance to callers and visitors.
- Establish and maintain cooperative and effective working relationships with others.
- Type and input data at an acceptable rate of speed.
- Prepare and maintain a variety of records and logs.
- Perform a variety of clerical work with speed and accuracy.
- Understand and follow oral and written directions.
- Work cooperatively and effectively with others.
- Work independently with little direction.
- Operate a variety of office equipment including a computer and assigned software.
- Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school, and two years of experience performing receptionist and clerical work with frequent telephone and personal public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.

Dexterity of hands and fingers to operate a computer keyboard.

Reaching overhead and above shoulders to access materials.

Sitting for extended periods of time.

Seeing to read a variety of materials.

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

Approved by the Personnel Commission: December 14, 2016

Revised: May 12, 2021



Marisa Perry
Director – HR/Classified Personnel Services

Date: 05/12/21