

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: RECEPTIONIST

BASIC FUNCTION:

Under the supervision of the Supervisor – Administrative Services, performs a variety of clerical, receptionist, and office support functions for an assigned department; provides support to the lobby receptionist and greets visitors; provides administrative support on a daily basis.

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 a variety of clerical and office support functions for an assigned department.

Performs receptionist duties and serves as a back-up for the lobby receptionist; greets employees, visitors, and the general public in a professional and courteous manner; directs inquiries to the appropriate persons and provides information as requested; 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; receives incoming calls, announces callers and takes messages as needed; opens and sorts mail on a regular basis.

Performs administrative duties and provides support as needed; coordinates with the Administrative Assistant on assignments; receives employee verification and forwards to appropriate person; maintains tracking log for employee verifications; tracks and requests information and complies with requests of documents for subpoenas received.

Assists with the planning, organization, and implementation of special events; assists with creative projects throughout the year as needed, including holiday luncheons, branch activities and charity projects.

Checks, verifies, and files a variety of materials including papers, invoices, forms, and documents using assigned filing systems; assists in developing and maintaining various forms and recordkeeping systems as required.

Compiles, proofs, assembles, and organizes a variety of data and information as related to assigned functions.

Assists various levels of staff and provide information as required.

Receives, reviews, and verifies documents, records and forms for accuracy, completeness and conformance to applicable rules, regulations, policies, and procedures.

Operates a variety of standard office equipment including a computer, copier, fax machine and telephone lines.

Orders forms, materials, supplies, and equipment pending approval and as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Policies and objectives of assigned programs and activities.
Applicable laws, codes, regulations, policies, and procedures.
Record-keeping and filing techniques.
Professional letter and report writing, editing, and proofreading.
Telephone techniques and etiquette.
Modern office practices, procedures, and equipment.
Correct English usage, grammar, spelling, punctuation, and vocabulary.
Interpersonal skills using tact, patience, and courtesy.
Operation of a computer and assigned software.
Oral and written communication skills.
Record retrieval and storage systems.
Basic public relations techniques.
Mathematic calculations.

ABILITY TO:

Perform a variety of clerical and administrative duties for an assigned department.
Coordinate the flow of communications and information for an assigned department.
Assure smooth and efficient office operations.
Interpret, apply, and explain laws, codes, rules, regulations, policies, and procedures.
Compose effective correspondence independently.
Type or input data at an acceptable rate of speed.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Maintain a variety of records, logs, and files.
Utilize a computer to input data and maintain records.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and timelines.
Work independently with little direction.
Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school and six months of experience related to the position, typically demonstrated through a receptionist or public relations position.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Frequent 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.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending the waist, kneeling, or crouching to file and retrieve materials or supplies.

Lifting and carrying light objects.

Approved by the Personnel Commission: December 14, 2016

Revised: May 12, 2021



Marisa Perry
Director – HR/Classified Personnel Services

Date: 05/12/21