



CAYUGA



CIVIL SERVICE

An Equal Opportunity - Affirmative Action Employer

COUNTY



F:\Civil\JobSpecs\School Receptionist

TITLE:	SCHOOL RECEPTIONIST
JURISDICTIONAL CLASS:	COMPETITIVE
CIVIL DIVISION:	SOUTHERN CAYUGA CENTRAL SCHOOL
ADOPTION: CSM	4/13/05
REVISED: CSM	

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in a school district building and involves responsibility for the performance of routine clerical work and office functions in a school district office, including assisting students and parents by providing routine information, greeting the general public, answering telephone lines, and taking messages. Incumbents screen all incoming requests for information either in person or by telephone and by giving routine information, or directing requests to student or proper staff members. Additionally, employees in this class perform related clerical tasks such as, copying, sending and receiving faxes, pulling appropriate files, and sorting and distributing mail. The work is performed in accordance with a prescribed routine outlined by an administrative level supervisor. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists students and parents when they come into office by providing routine information, taking and sending messages, writing out passes and other related activities;
- Greets and receives visitors, directs them to desired office or location, provides requested information or makes appropriate referrals to staff members;
- Answers telephone calls at reception desk, makes transfer connections to appropriate offices and takes messages;
- Provides information to the general public;
- Collects and writes bus passes;
- Files discipline reports;
- Pulls materials from files and makes file searches in answer to telephone or visitor requests;
- Answers intercom calls from staff members and makes announcements over intercom;
- Performs reproduction and collating duties of materials and documents;
- Maintains monthly bulletin boards and calendar bulletin boards of upcoming events;
- Sends, receives and logs faxes, maintains simple account records concerning matters referred to the office where the position is assigned;
- Maintains pamphlets, brochures and related materials for visitors;
- May substitute for other clerical staff members during absences, lunch breaks and in the event of illness.
- May perform general clerical duties when required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures and equipment and business English;
Skill in the operation of a multiple phone line telephone;
Ability to deal courteously with the public both in person and on the telephone;
Ability to understand and follow simple oral and written directions;
Ability to greet visitors in a pleasing manner and provide requested information;
Ability to refer visitors to appropriate staff member after ascertaining their needs;
Ability to operate fax and copy machines;
Ability to hear well and speak distinctly;
Ability to operate simple office and calculating equipment;
Ability to write legibly;
Tact;
Courtesy;
Clerical aptitude.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.