

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: CENTRAL OFFICE RECEPTIONIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform receptionist duties at the District Administration Building, including operation of telephone system, district mail functions, and related record-keeping duties as assigned. Assist in performing clerical work as assigned, may include data entry work.

REPRESENTATIVE DUTIES:

Operate a telephone system; answer and direct calls to appropriate school or office; take and transmit messages.

Place long distance and operator-assisted calls as requested; greet and direct visitors to appropriate departments; provide information to callers and visitors as needed.

Review telephone bills for schools and departments and process according to established procedures.

Communicate with appropriate telephone company as needed to resolve problems, arrange for installation or changes and to maintain efficient service.

Sort, distribute and process regular and District mail; maintain related records, forms, logs and documents.

Train relief receptionists in the use of telephone and mail equipment as assigned.

Update the District directory to reflect changes in personnel, telephone numbers or related information.

Assist in typing and performing other clerical duties for assigned supervisor as directed.

May perform clerical work such as posting records, making arithmetic computations, and reproducing materials submitted by sites and departments.

May assemble, match, sort, tabulate, check or input on a computer a variety of data as assigned.

Operate a variety of office machines and equipment including, typewriter, photocopier, computer and/or word processing hardware, postage scale and meter and mailing machine.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Operation of an automatic telephone system and related equipment.

District employee locations, departments and extensions.

Basic postal rates and regulations.

Modern office practices, procedures and equipment.

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Record-keeping techniques.

ABILITY TO:

Operate the telephone switchboard and related equipment.

Perform clerical duties such as filing, duplicating, typing and maintaining records.

Communicate effectively with staff, students and the public.

Communicate clearly by telephone and in person.

Type at 30 words net per minute from clear copy.

Prepare and maintain a variety of records and logs.

Understand and follow oral and written directions.

Work cooperatively and effectively with others.

Work independently with little direction.

Greet and direct visitors.

Process mail according to established procedures.

Operate various office equipment including typewriter, computer and/or word processing hardware, copiers and postal equipment.

Provide information in a clear and understandable manner.

Learn basic computer operation and/or word-processing hardware.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year related experience.

WORKING CONDITIONS:

District office reception and mail room environment.