

Class Code: 7791
Updated: 4/3/2015
Approved:

CARROLL COUNTY BOARD OF EDUCATION

Job Description for Receptionist

QUALIFICATIONS: Any combination equivalent to: high school diploma, G.E.D. Certificate as required by Kentucky law and one year of general clerical experience, including typing, public contact and the operation of a switchboard.

REPORTS TO: Principal

JOB GOAL: Operate a telephone switchboard at District or school-site office; perform receptionist, clerical and mail distribution duties; provide routine information to the public; perform receptionist duties, greeting and directing visitors.

PERFORMANCE RESPONSIBILITIES:

1. Operate a switchboard; provide routine information and assistance; receive incoming calls and make necessary connections to school or District office or individual; take and transmit information and messages as requested.
2. Perform a variety of clerical work as assigned including posting and maintaining records, typing and duplicating materials, receiving, sorting and distributing mail, preparing bulk and certified mail and maintaining postage records; assist other offices with a variety of clerical duties as directed.
3. You may be asked to perform health related services for students after you have been trained.
4. Greet, screen and direct visitors to appropriate departments; provide routine information to the public.
5. Prepare, duplicate, assemble and distribute materials; maintain telephone personnel directory as assigned.
6. File and type routine lists, records, reports and correspondence.
7. Operate a variety of office equipment including typewriter, postage meter, calculator and copy machine.
8. Distribute forms and applications; assist in completion and verify accuracy and completeness.
9. Assure the switchboard is covered during working hours; train and provide work direction to substitutes and student workers.
10. Contact police, security, fire and medical personnel as procedures require.
11. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Operation of telephone switchboard.
- Telephone techniques and etiquette.
- Modern office practices, procedures and equipment.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Basic computer operation.
- Basic math.
- Postage regulations.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping techniques.

Ability to:

- Operate an assigned switchboard at District or school-site office.
- Perform receptionist, clerical and mail distribution duties.
- Provide information in a clear and understandable manner.
- Work independently with constant interruptions.
- Receive the public tactfully and courteously.
- Operate office equipment including typewriter, calculator, copier and postage machine.
- Type at an acceptable rate of speed.
- Understand and follow oral and written directions.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and files.
- Work confidentially with discretion.
- Communicate effectively both orally and in writing.
- Basic math.

TERMS OF EMPLOYMENT: Salary and work year to be established by the Carroll County Board of Education policy.

EVALUATION: Performance of this position will be evaluated in accordance with the Carroll County Board of Education policy.