JOB TITLE: Telephone Receptionist

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To operate a telephone switchboard system and to perform basic clerical duties in support of the activities and operations of the assigned office. Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class exercises responsibility for the accurate and timely handling of district calls and inquiries. Duties assigned typically include assisting in retrieving student records and/or receiving telephone calls. This job class requires basic clerical skills, and effective communication and record keeping skills.

SUPERVISOR: Admissions and Records Office Manager

TYPICAL DUTIES:

- Performs a variety of routine clerical functions in support of assigned office operations

- Receives questions or complaints and takes action, if possible, or makes referrals

- Retrieves student records as assigned

- Answers telephones and responds to inquiries; providing basic information, forms, and other materials; taking messages; and/or referring callers to appropriate staff/office

- Assists in preparing mailings to students and instructors

- Prepares and mails applications, registration materials, catalogs, and other materials as requested

- Types/inputs, checks, verifies, compiles, and records data and information as assigned

- Types materials from clearly defined sources

- Sets up student files with appropriate information and materials
Typical Duties (continued)

- Operates standard office equipment such as typewriter, copier, calculator, computer terminal, printer, etc.

- Performs other related duties similar to the above in scope and function as required

EMPLOYMENT STANDARDS

Knowledge Of:

- The proper use and operation of a telephone switchboard system

- Basic office methods, practices, and procedures including proper telephone techniques and etiquette

Ability To:

- Operate telephone switchboard system

- Type accurately at a rate required for successful job performance

- Learn and follow policies and procedures related to assigned office operations and activities

- Learn basic data processing applications pertaining to computerized records

- Understand and carry out oral and written instructions

- Perform mathematical calculations accurately

- Accurately maintain, file, and retrieve records

- Work within exacting time limits and deadlines

- Operate standard office machines and equipment including typewriter, calculator, copier, computer terminal, etc.

- Effectively and tactfully communicate in both oral and written forms

- Establish and maintain effective work relationships with those contacted in the performance of required duties
EMPLOYMENT STANDARDS

Ability to (continued):

- Work without immediate supervision
- Learn District bomb threat, fire alarm and other emergency procedures
- Learn college organizations and directories
- Work well under stress or in emergency

Education/Experience:

- High school graduation with course work in office practices or its equivalent.
- Telephone switchboard experience required, background in working with the public, basic clerical office experience