SHASTA-TEHAMA-TRINITY
COMMUNITY COLLEGE DISTRICT

JOB TITLE: District Receptionist - Mailroom Clerk

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:
To operate a telephone switchboard system and serve as District Office Receptionist and to function as Mailroom Clerk in the processing of district mail. Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class may train, oversee, and monitor the work of student assistants. This job class exercises responsibility for the accurate and timely handling of district calls and inquiries and for the processing of incoming/outgoing mail. This job class requires effective communication and record keeping skills.

SUPERVISOR: Business Office Manager

TYPICAL DUTIES:
- Operates telephone switchboard; provides information, takes messages, and/or refers calls to appropriate parties
- Trains new and substitute switchboard operators
- Selects, trains and supervises student employees
- Acts as receptionist for College, giving information to visitors, students, faculty, and staff or directing them to appropriate office
- Keeps filing current
- Processes all incoming/outgoing College mail
- Calculates postage and meters all outgoing mail
- Maintains funds in postage accounts
- Handles all mailing/postal functions and record keeping on campus
- Keeps current on postal regulations affecting the District, and requests postal charts, manuals and mailing materials and needed from the Post Office

**Typical Duties (continued):**

- Maintains and orders supplies for Xerox and duplicating machines in mailroom.
- Provides general clerical and personnel assistance and support as required
- Reconciles and records leave reports for staff
- Calculates vacation, sick leave, and other leave allowances for staff
- Notifies staff when their sick leave is exhausted, and notifies Payroll when someone has exhausted his/her leave so salary adjustments can be made
- Distributes leave balances for classified and certificated staff as required
- 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
- Proper telephone techniques and etiquette
- Basic record keeping methods and techniques

**Ability to:**

- Operate telephone switchboard system
- Type accurately at a rate required for successful job performance
- Operate office machines such as a typewriter, calculator, postal meter, copier
- Communicate effectively and tactfully in both oral and written form
- Work without immediate supervision
- Work well under stress or in emergency situations
- Establish and maintain effective work relationships with those contacted in the performance of required duties

EDUCATION/EXPERIENCE:

- Telephone switchboard experience required
- Background in working with the public
- High school graduate with major courses in business or equivalent.