

Job Description

**Main Switchboard
Operator/Receptionist**

JOB TITLE: Receptionist

REPORTS TO: Executive Director of Human Resources

SALARY: Based on State and Local Salary Schedules

STATUS: Permanent, 12 Month, Classified, Non-Exempt – Level 8

SUMMARY:

Durham Public Schools main switchboard operator/ receptionist provides telephone coverage each day. This person greets visitors in a friendly and welcoming manner. In addition the receptionist is part of the safety team for the Fuller Building.

RESPONSIBILITIES & DUTIES:

1. Provide telephone coverage for the main switchboard each day.
2. Maintain directory.
3. Greet visitors in professional manner.
4. Utilize bilingual skills as needed.
5. Understand and properly operate security system.
6. Ensure proper protocol is followed for both visitor “type” (Durham Public Schools employees and non-employees visiting fuller)
7. Follow expectations for directing calls.
8. Ensure areas looks professional at all times.
9. Open up each morning and secure the area at the end of each day.
10. Perform other duties as assigned by HR leadership.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:

High School Diploma; current or past experience in Human Resources preferred. Bilingual skills strongly preferred (Spanish and English).

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Thorough knowledge of information gathering and reporting techniques
2. Thorough knowledge of office practices and procedures, including Windows operating system, Microsoft Office, e-mail and Internet
3. Ability to establish and maintain effective working relationships with co-workers, employees, administrators and applicants.
4. Ability to communicate effectively, including effective telephone skills, good written and verbal skills
5. Ability to handle multiple tasks and be attentive to detail
6. Ability to work in a fast-paced environment
7. Ability to plan and organize work to meet deadlines.
8. Ability to handle confidential information in an appropriate manner
9. Ability to function independently.
10. Ability to deal tactfully with others.

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11. Personal skills in to work well with students, parents and school staff and visitors
12. Ability to prioritize and manage multiple tasks in a fast-paced environment.
13. Ability to remain calm and professional in environment with shifting proprieties.

PHYSICAL REQUIREMENTS:

Classification consistent with Light Work. Long periods of sitting; able to wear headset to ensure confidentiality of calls.

DISCLAIMER:

The statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary of employees to perform in this position.