

## Receptionist

### Purpose Statement

The job of Receptionist is done for the purpose/s of responding to inquiries from staff, the public, parents, students, etc. to provide requested information and/or referral to other parties; ensuring substitutes are assigned and preparing documentation for substitutes; and providing general clerical support as may be requested.

### Essential Functions

- Answers multiline telecommunication system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Distributes a variety of items within the site (e.g. mail, supplies, messages, etc.) for the purpose of disseminating materials to appropriate parties.
- Evaluates situations (e.g. involving other staff, students, parents, the public, police, etc.) for the purpose of taking appropriate action and/or directing to appropriate personnel for resolution.
- Greets public, parents, students, vendors, etc. for the purpose of responding to their inquiries and/or escorting/directing them to appropriate personnel.
- Maintains a variety of records (e.g. calendar of activities, logs, inventory, substitute folders, files requisitions, field trips, etc.) for the purpose of ensuring accuracy of substitute files and complying with district, federal and state regulations.
- Performs record keeping and a broad array of general and program-specific clerical functions (e.g. scheduling, copying, faxing, mailings, etc.) for the purpose of supporting site with necessary materials.
- Prepares written materials (e.g. logs, reports, memos, notes, email, etc.) for the purpose of documenting activities, providing reference and/or conveying information.
- Responds to inquiries of staff, the public, parents and/or students for the purpose of identifying appropriate parties to address immediate issues.
- Schedules a variety of activities (e.g. visits, meetings, staff coverage, facilities usage, etc.) for the purpose of assisting in meeting staff needs and efficient utilization of personnel, equipment and facilities.

### Other Functions

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

### Job Requirements

#### Mental Requirements

**Learning Development- Level B** Sufficient to read and write technical information and instructions, perform basic arithmetic calculations, understand commonly used procedures and methods, or operate equipment that requires some training. Learning development is equivalent to completion of a high school curriculum.

**Problem Solving - Level 1** Work situations are routine and regularly recurring, requiring attention and concentration, but limited discretion, consideration, and planning to adequately respond and carry out work activities.

#### Physical Requirements

**Physical Skill - Level A** Basic level of learned physical skill is required. No special coordination beyond that used for normal mobility and handling of everyday objects and materials is needed to perform the job satisfactorily.

**Physical Effort - Level 2** Job requires light physical effort as a part of regular work routine, such as frequent standing and walking; frequent lifting, guiding, and/or carrying of light-weight materials or equipment; occasional periods of sustained effort.

#### Social Requirements

**Human Relations Skill- Level A** Job requires ordinary conversational skills and courtesy to exchange Routine information, provide routine assistance, and/or help maintain harmony among work associates.

**Scope of Contacts - Level 1** The important job contacts are with peers in the immediate work group and immediate supervisor. Occasional contact with individuals outside the organization may occur.

#### Work Environment

**Performance Environment - Level A** Changes in environments, work pressure, disturbances of work flow, and irregularities in work schedule are infrequent.

**Physical Working Conditions - Level 2** Somewhat disagreeable conditions. Work may be performed in cramped or awkward positions. occasional exposure to safety hazards, disease, or contamination results in chance for lost-time accidents. Occasional exposure to noise, temperature extremes, etc

**Accountability**

**Level of Accountability -Level B** Responsible for producing journey-level work output on an independent basis subject to supervisory direction and review.

**Organizational Impact - Level 1** Work results impact the immediate work section with little effect beyond. Responsible for results or services that facilitate the work of others in a specific work group.

**Experience, Education, and Certifications**

**Experience:** Job related experience with increasing levels of responsibility is desired.

**Education:** High School diploma or equivalent.

**Certifications/Clearances:** Must possess a valid Arizona DPS Level One IVP Fingerprint Clearance Card while employed.

**Compensation Details**

FLSA Status: Non Exempt

Pay Schedule: Hourly - Grade 106

Work Calendar: Support 9 Month/ 12 Month Short