CODE:
FLSA:

KERSHAW COUNTY SCHOOL DISTRICT, SOUTH CAROLINA
JOB DESCRIPTION, OCTOBER 2007

JOB TITLE: SECRETARY / RECEPTIONIST

GENERAL STATEMENT OF JOB

Under regular supervision, performs routine receptionist and secretarial duties in a professional and pleasant manner to help ensure efficient and effective office operations. Provides assistance to supervisor, co-workers, students and the general public as required. Reports to the assigned supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate staff person; takes messages as needed.

Greets and assists office visitors.

Oversees and maintains internal and external mail systems.

Receives and processes job applications.

Assists supervisor and other department staff by performing a variety of routine clerical and secretarial duties, which may include but are not limited to typing routine forms, records, reports and correspondence; entering data into the computer; retrieving records and information; establishing filing systems; copying and filing documents; assembling materials; maintaining school calendar; maintaining logs and lists; ordering and distributing supplies; scheduling appointments, etc.

Refers to policy and procedure manuals, computer and office equipment manuals, directories, schedules, etc.

Operates and maintains a variety of equipment, which may include a computer, printer, typewriter, copier, fax machine, telephone, two-way radio, laminating machine, fire alarm, folding machine, postage machine, etc.

Uses clerical, secretarial and computer supplies.

Interacts and communicates with a variety of individuals and groups, which may include the immediate supervisor, other District administrators and staff, school personnel, students, parents/guardians, and the general public.

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ADDITIONAL JOB FUNCTIONS

Performs special duties as required.

Runs errands as required.

Maintains clean and orderly work areas.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma supplemented by one to two years of general clerical or secretarial experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines and equipment including a computer, typewriter, copier, adding machine, telephone, etc. Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting carrying, pushing and/or pulling of objects and materials of light weight (5 to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisor.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, reference materials, etc. Requires the ability to enter data into computer and prepare reports, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, schedule, mathematical or diagrammatic form. Requires the ability to make independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently with persons of varying ages and educational / cultural backgrounds.

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Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies and procedures of the Kershaw County School District as they pertain to the performance of duties of the Secretary / Receptionist. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the department and of related departments and agencies. Is able to comprehend, interpret and apply regulations, procedures and related information. Has thorough knowledge of modern office practices, procedures and of business English and arithmetic. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various documents and related materials pertaining to the responsibilities of the job. Is able to maintain records with accuracy and confidentiality. Is skilled in the use of computers for data and word processing. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is able to offer assistance to co-workers and employees of other departments as required. Is able to use independent judgment as needed in performing routine tasks. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, co-workers, students, parents and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Has the ability to plan, organize and prioritize daily assignments and work activities. Has good organizational, technical and human relations skills. Is able to learn and utilize new skills and information to improve job performance and efficiency.

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Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to established and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

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DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.