

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: CENTRAL OFFICE RECEPTIONIST

BASIC FUNCTION:

Under the supervision of the Supervisor - Administrative Services, performs a variety of responsible clerical, office, reception, and operational support functions at the central administration office in support of the Santa Clara County Office of Education; operates a centralized multi-line telephone system; serves as a receptionist to greet and assist visitors and provides information and assistance to staff, students, parents, and the public; receives, sorts and distributes incoming, outgoing and internal mail and correspondence.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs receptionist duties at the central administration office; operates a centralized multi-line telephone system directing calls to appropriate personnel; receives and transmits messages; answers questions and provides general information and assistance to callers and walk-in visitors.

Greets and assists employees and visitors in a professional and courteous manner; screens and directs visitors to appropriate offices, school sites and personnel; refrains from discussing personal information of employees or visitors obtained through the course of duties, except as required by law or SCCOE policy; directs all confidential inquiries or requests to

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WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.

Dexterity of hands and fingers to operate a computer keyboard.

Reaching overhead and above shoulders to access materials.

Sitting for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling, or crouching to file materials.

Approved by the Personnel Commission: December 14, 2016

Revised: May 12, 2021



Marisa Perry
Director – HR/Classified Personnel Services

Date: 05