

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: RECEPTIONIST

BASIC FUNCTION:

Under the supervision of the Supervisor – Administrative Services, performs a variety of clerical, receptionist, and office support functions for an assigned department; provides support to the lobby receptionist and greets visitors; provides administrative support on a daily basis.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, and is for informational purposes only. Santa Clara County Office of Education (5.005 Tc -0.056 Tw5 14

Performs receptionist duties and serves as a back-up for the lobby receptionist; greets employees, visitors, and the general public in a professional and courteous manner; directs inquiries to the appropriate persons and provides information as requested; 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 Supervisor for guidance and direction; receives incoming calls, announces callers and takes messages as needed; opens and sorts mail on a regular basis.

Performs administrative duties and provides support as needed; coordinates with the Administrative Assistant on assignments; receives employee verification and forwards to appropriate person; maintains tracking log for employee verifications; tracks and requests information and complies with requests of documents for subpoenas received.

Assists with the planning, organization, and implementation of special events; assists with creative projects throughout the year as needed, including holiday luncheons, branch activities and charity projects.

Checks, verifies, and files a variety of materials including papers, invoices, forms, and documents using

Orders forms, materials, supplies, and equipment pending approval and as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies, and procedures.

Record-keeping and filing techniques.

Professional letter and report writing, editing, and proofreading.

Telephone techniques and etiquette.

Modern office practices, procedures, and equipment.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Interpersonal skills using tact, patience, and courtesy.

Operation of a computer and assigned software.

Oral and written communication skills. Ability to understand and interpret instructions. Ability to work with others. Ability to handle customer complaints. Ability to maintain accurate records. Ability to use office equipment. Ability to use computer software. Ability to use telephone. Ability to use filing system. Ability to use record-keeping techniques. Ability to use professional writing techniques. Ability to use editing and proofreading techniques. Ability to use telephone techniques and etiquette. Ability to use modern office practices, procedures, and equipment. Ability to use correct English usage, grammar, spelling, punctuation, and vocabulary. Ability to use interpersonal skills using tact, patience, and courtesy. Ability to use operation of a computer and assigned software.

Maria Perez