

KERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: RECEPTIONIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, operate a switchboard to receive incoming and place out-going calls; perform receptionist, clerical duties and mail distribution duties.

REPRESENTATIVE DUTIES:

Operate a switchboard to receive incoming and place out-going calls; take messages and transfer calls to the appropriate office or person; dial long distance phone calls and maintain appropriate log of calls made. *E*

Greet and receive visitors to the District; provide information or direct visitors to appropriate personnel or office. *E*

Sort and distribute incoming mail and packages from the Post Office, UPS and inter-office communications. *E*

Sort, meter and prepare outgoing mail including certified, return receipt, priority mail, express, business and personal packages for staff and faculty. *E*

Distribute incoming faxes; notify recipients of faxes; log and send outgoing faxes; collect monies due for personal faxes. *E*

Assign mailboxes and maintain log of master keys; collect mailbox keys according to established time lines. *E*

Perform a variety of other activities including typing materials, distributing supplies and forms, maintaining and updating information on bulletin boards, preparing and sorting bulk mailings and other activities as assigned. *E*

Remain at the switchboard during emergency situations, fire drills and power outages; maintain radio contact with staff and administrators; provide information regarding situations to staff and students as directed. *E*

Schedule school vehicles for administration, faculty and staff use; provide applicable paperwork, keys and credit cards for vehicle reservations; maintain accurate DMV records for driver mileage log, medical and driver's license expiration dates. *E*

Date and time stamp student homework and tests turned in to the switchboard.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of switchboard.
Telephone techniques and etiquette.
Modern office practices, procedures and equipment.
Correct oral and written usage of English.
Postage regulations.
Interpersonal skills using tact, patience and courtesy.
Record-keeping techniques.

ABILITY TO:

Operate a switchboard at the District Office.
Perform receptionist, clerical duties and mail distribution duties.
Provide information in a clear and understandable manner.
Work independently with constant interruptions.
Receive the public tactfully and courteously.
Prepare bulk mailings and other U.S. mail according to established guidelines.
Operate office equipment including a computer, calculator, copier and postage machine.
Learn college office locations, staff names and numbers.
Understand and follow oral and written directions.
Learn college policies, procedures and practices.
Establish and maintain cooperative and effective working relationships with others.
Maintain records.
Work confidentially with discretion.
Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of switchboard and receptionist experience.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- | | |
|----------------------------------|---|
| 1. Seldom = Less than 25 percent | 3. Often = 51-75 percent |
| 2. Occasional = 25-50 percent | 4. Very Frequent = 76 percent and above |

- 4 a. Ability to work at a desk, conference table or in meetings of various configurations.
- 1 b. Ability to stand for extended periods of time.
- 4 c. Ability to sit for extended periods of time.
- 4 d. Ability to see for purposes of reading printed matter.
- 4 e. Ability to hear and understand speech at normal levels.
- 4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
- 1 g. Ability to bend and twist.
- 1 h. Ability to lift 25 lbs.
- 1 i. Ability to carry 25 lbs.
- 3 j. Ability to operate office equipment.
- 1 k. Ability to reach in all directions.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.