



JOB DESCRIPTION

TULARE JOINT UNION HIGH SCHOOL DISTRICT
426 North Blackstone, Tulare, CA 93274



Switchboard/Receptionist

Revised 7/11

DEFINITION

Under general Administrative supervision, acts as a switchboard operator and receptionist, gives information to callers or transfers calls to appropriate offices; performs clerical and typing duties; and other related duties as required.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS

1. Act as a receptionist to the site administration. E
2. Operate a switchboard. E
3. Receive incoming calls and makes station connections. E
4. Take and transmit messages. E
5. Give routine information as requested. E
6. Process incoming and outgoing mail. E
7. Perform general clerical work as assigned including typing tasks. E
8. Place long distance calls. E
9. Direct visitors to the appropriate offices in a professional and courteous manner. E
10. Work cooperatively and courteously with supervisor and co-workers. E
11. Maintain various files. E
12. Handle money deposits from clubs and make daily deposits as necessary. E
13. Print and copy reports and other data as assigned. E
14. Maintain a professional atmosphere in the reception lobby. E
15. Assist other departments as needed. E
16. Operate a variety of office equipment including a computer, fax machine and copier. E
17. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education

High School Diploma or equivalent

Experience

One year experience in the operation of a switchboard or completion of acceptable training in switchboard operation desired

Licenses and Other Requirements

DOJ and FBI Fingerprint clearance
TB Test documentation within the last four years
Bilingual Spanish/English desired

KNOWLEDGE AND ABILITIES

Knowledge of

- Reading and English communication skills.
- Basic computer skills with applications such as MS Word, MS Excel etc.
- Knowledge of general office procedures and office machines (computer, fax, and copier).
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Operation of a centralized telephone system.
- Acceptable telephone etiquette.
- Oral and written communication skills.

- General clerical duties.
- Interpersonal skills using tact, patience, and courtesy.
- Health regulations and safe working methods and procedures.
- Proper lifting techniques.
- District policies, rules and regulations.

Ability to

1. Be confidential and discreet with district information.
2. Operate a centralized telephone switchboard and/or system.
3. Type with speed and accuracy.
4. Perform clerical duties including proofreading for correct spelling and proper English grammar usage.
5. Analyze situations accurately and exercise good judgment in taking effective action.
6. Establish and maintain cooperative working relationships with the public and all employees.
7. Meet visitors and the public tactfully and courteously.
8. Learn specific rules, regulations, laws, and policies quickly and apply them with good judgment in a variety of procedural matters without immediate supervision.
9. Understand and follow oral and written instructions.
10. Answer questions in person or by telephone in a respectful manner.
11. Efficiently work with frequent interruptions.
12. Observe health and safety regulations.
13. Use basic computer programs and data systems.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Environment

- Indoor office environment subject to frequent interruptions.

Physical Demands

- Pushing, moving, and lifting objects with a strength factor of light work.
- Dexterity of hands and fingers to operate a variety of standard office equipment.
- Clarity of vision at varying distances.
- Verbal, auditory, and written capabilities to effectively communicate in an articulate manner.
- Sitting and standing for extended periods of time.
- Lifting of objects with a strength factor of light work.
- Frequent sitting, standing, and walking.
- Reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.
- Occasional bending, reaching, and stretching.
- Occasional pushing, pulling, and dragging.
- Occasional kneeling, crouching, and squatting.