

**College of the Siskiyou
Job Description**

Job Title: Receptionist

FLSA: Non-Exempt

Group: Classified

Salary Class: C

Salary Schedule: Classified

Job Summary

Under the general supervision of the Personnel Director, to serve as a switchboard operator and campus receptionist; to provide routine information to the public and to perform routine clerical work.

Class Characteristics

Answer inquiries from the public and transfer calls on telephone switchboard. Receive instruction when tasks are initially assigned and after training. Work is reviewed periodically. Receive limited supervision within a broad framework of standard policies and procedures.

Essential Duties and Responsibilities include the following

Operate a switchboard and provide information about campus events; direct calls to appropriate campus resources.

Receive incoming calls.

Provide routine, factual information to the public and make station connections.

Act as a telephone receptionist.

Serve as a resource of regulations relating to mail functions.

Respond to routine questions and refer calls.

Run telephone call accounting reports; provide records for entire telephone data collection.

Prepare out-going mail; distribute in-coming mail.

Serve as a help line for voice mail.

Take and transmit messages; maintain records of personnel and extension numbers.

Report telephone malfunctions.

Assist with the development of the staff directory.

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Provide general clerical work; train operators.

Prepare mass mailings such as job announcements, media packets, foundation events, as coordinated by the Director of Personnel

Serve on performing arts committee and sell tickets to college events.

Perform other related duties.

Employment Standards

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and skill requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Training and Experience: Any combination of training and experience equivalent to the completion of formal or informal training in telephone switchboard operation or a closely related field or entry level experience performing telephone switchboard answering services.

Knowledge: Knowledge of general functions, policies, rules and regulations of a community college; proper office methods and practices including filing systems, receptionist and telephone techniques, letter and report writing; computers, word processing; and, public and human relations skills.

Ability: Ability to understand and independently carry out oral and written instructions; learn, interpret and successfully apply office policies, procedures, rules and regulations; use good judgment; communicate effectively in both oral and written form; work effectively under stress; use appropriate and correct English, spelling, grammar and punctuation; use available technologies as tools; establish and maintain effective work relationships with those contacted in the performance of required duties.

Physical Effort/Work Environment: Light to moderate physical effort; occasional standing or walking; periodic handling of lightweight parcels. Indoor work environment.

Licenses and Certificates: When using a district vehicle a valid California driver's license and evidence of appropriate automobile insurance based upon DMV regulations may be requested.

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