

Santa Clarita Valley Food Services Agency

Position Description

Position: Receptionist	LACOE Range Number: 10
Department/Site: Administration (Office)	FLSA: Non-exempt
Reports to/Evaluated by: Director, Finance & Admin.	Salary Grade: 107

Summary

Performs receptionist and mail distribution duties for the main office. Answers and directs incoming calls on multi-line phone system. Receives callers, determines nature of business and directs callers to appropriate destination. Performs routine clerical duties that can be completed in an environment of constant interruptions.

Distinguishing Career Features

The Receptionist is clerical in nature requiring previous experience operating a high volume telephone switchboard and arranging for substitute employees. Advancement may occur to positions along the school and staff secretarial career ladders with the appropriate skills and experience.

Essential Duties and Responsibilities

- Operates a multi-line telephone system to receive incoming and facilitate outgoing calls. Takes and delivers messages and routes calls to appropriate staff member or site.
- Receives, greets and directs visitors as appropriate. Provides a variety of routine information to staff, students and staff of customer-districts, and the general public.
- Provides clerical and routine office support duties that help a work section reduce administrative detail or complete a high volume of transactions.
- Maintains records and files as assigned.
- May assemble source documents for accounts payable, perform computations for areas such as general accounting and compile data for reports.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires basic knowledge of office and clerical procedures and equipment including such as a multi-line telephone console. Requires a basic knowledge of Agency services, operations, policies and procedures. Requires knowledge of and skill at using a personal computer and common office productivity software such as word processing and e-mail. Requires sufficient communication skills in order to interact with a wide range of contacts. Requires sufficient English language and writing skills to compose routine correspondence from standing instructions. Requires sufficient math skills to compute sums, products, quotients, and percents.

- **Abilities**

Requires the ability to successfully receive and route a high volume of calls. Requires the ability to learn and apply knowledge of Agency services and programs to convey information to and direct callers. Requires the ability to communicate clearly and accurately under conditions dominated by frequent interruption.

- **Physical Abilities**

The incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires sufficient hand, arm, eye coordination to operate push button and keyboard-type equipment, sort and file documents, and operate common business machines. Requires the ability to keyboard accurately at 50 words-per-minute. Must be able to sit and stand for extended periods of time. Must have sufficient visual acuity to read words and numbers, recognize documents and people, and observe lighted displays.

- **Education and Experience**

The position requires a High School diploma or equivalent and any others of relevant receptionist or office clerical experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.