



Littleton Elementary School District Position Description

TITLE: District Receptionist

CLASSIFICATION: Non-Exempt

GENERAL STATEMENT OF RESPONSIBILITIES: To perform front desk reception and administrative support functions by answering telephone calls, greeting and directing visitors, processing mail, and performing basic clerical duties.

PRINCIPAL DUTIES: (essential functions)

- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Assists students, visitors and the general public and answers inquiries about District services and programs.
- Explains rules, policies, and procedures within the scope of authority; refers technical questions and matters requiring policy interpretation to supervisor for resolution.
- Processes, sorts and distributes incoming and outgoing mail.
- Performs basic clerical and administrative duties as directed.
- Maintains the absolute confidentiality of all records and information.
- Interprets or translates as necessary.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of District policies and procedures.

Knowledge of standard telephone techniques and paging system.

Knowledge of general office processes and procedures.

Knowledge of customer service techniques.

Knowledge of safe work practices.

Skill in closely following verbal and written instructions and procedures.

Skill in dealing tactfully and courteously with individuals seeking information about school functions.

Skill in operating basic office equipment and mail machines.

Skill in public relations and customer service.

Skill in establishing and maintaining effective relationships with co-workers, parents and others.

PHYSICAL REQUIREMENTS: Light physical demands; standard office environment; frequent to constant use of a personal computer. Required to perform the following physical requirements of the position with reasonable accommodation: vision corrected to 20/20, ability to hear in the normal range (corrected), able to speak clearly, and able to lift, move and carry up to 20 pounds.

MINIMUM QUALIFICATIONS: High school diploma or GED equivalent; AND one (1) year of customer service work experience; OR an equivalent combination of education and experience that provides the required knowledge and skill.

Ability to read and write English is required; bilingual skills (English/Spanish) are preferred.

REQUIRED LICENSE/CERTIFICATION: None.

TERMS OF EMPLOYMENT: Twelve months per year. Salary and work year to be established by the Board.

EVALUATION: Performance of this job will be evaluated annually in accordance with the provisions of the Board's policy on evaluation of classified personnel.

Approved by: _____ Date: _____

Reviewed to and Agreed to by: _____ Date: _____