



JOB DESCRIPTION

TITLE: Receptionist/Administrative Clerk
STATUS: Union/FLSA Non-Exempt
GRADE: 9
APPROVED DATE: November 6, 2000

JOB SUMMARY:

Incumbent is responsible for answering, screening and directing telephone calls; greeting, informing and directing customers and providing clerical assistance as needed.

REPORTING RELATIONSHIPS:

This position reports to the Accounting Supervisor and receives instruction and direction from the Lead Accounting Clerk. This position does not supervise other positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Performs other duties as assigned.

- Answers telephone calls, screens and directs calls to appropriate parties, provides information and records and/or relays messages.
- Opens, sorts and distributes incoming mail; assists in mailing of outgoing correspondence and bills; consolidates multiple bills and updates zip codes.
- Greets, provides information and directs customers.
- Files documents, correspondence and billings.
- Assists with clerical duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Telephone etiquette;
- Customer service technique;
- Word processing;
- Computer and software applications;
- Grammar, spelling and punctuation;
- Filing and file maintenance techniques; and
- Office procedures.

Skill in:

- Answering phones and greeting customers;
- Applying customer service techniques;
- Filing;
- Prioritizing work and meeting time lines;
- Using computer and related software applications;
- Using office equipment such as multi-line telephone system, copiers, calculators and fax machines;
- Establishing and maintaining effective interpersonal relationships at all organization levels and with the public; and
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education: Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of general experience or training related to office support functions/customer service.

Education:

High School Diploma or General Equivalency Diploma (GED).

Licensing Requirements:

Possess and maintain:

- None.

WORKING CONDITIONS:

Duties are performed in an office environment in which dust and poor ventilation is a factor.

PHYSICAL REQUIREMENTS:

This position typically requires balancing, reaching, walking, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

CLASSIFICATION HISTORY:

Draft prepared by Fox Lawson & Associates LLC – SMP/js

DATE: July 1999

GRADE ADJUSTED: November 7, 2005