



RECEPTIONIST/SECURITY ASSISTANT

Job Code: 119RSA
Bargaining Unit: 01
Effective Date: 9/18/2003

General Statement of Duties

Performs skilled receptionist and intermediate-level clerical work; monitors activities in the lobby and front entrance of the building, including the building sign-in procedures; and performs other related duties as assigned.

Supervision Received

Works under the moderate supervision of a department head or unit supervisor.

Supervision Exercised

None.

Typical Duties Performed

The listed examples may not include all duties performed by all positions in this class.

Greets visitors to the building and staff in a friendly, respectful manner to present a welcoming and safe environment.

Assists visitors with the computerized sign-in and sign-out procedure with visitor badges and explains security procedures in the building when necessary.

Directs visitors to the appropriate office and calls ahead when appropriate to the visitor's destination to let the office know a visitor will be arriving; directs visitors attending meetings to the appropriate locations using a published room schedule.

Respectfully informs visitors and staff when necessary about building rules (e.g., smoking policy, distribution of materials, etc.) to maintain a healthy, safe and orderly working environment; calls for support or takes appropriate action if necessary to ensure the safety and order of the building.

Answers a portion of the calls from the main switchboard (one of the press options from the automated system in which callers are seeking a number for a particular employee or school/program); quickly and efficiently directs callers to the appropriate school or administrative building; locates employee and department telephone numbers using a computer directory of 8,000 employees and more than 300 building and department phone numbers.

Accurately and knowledgeably responds to general questions in person and on the phone about the school district using a working knowledge of the structure and operation of the organization or seeks staff in a timely manner who are able to respond with accurate information.

Updates a computer directory of district wide employee and building phone numbers.

Updates and prints meeting room schedules to be posted near the main reception desk.

Develops and maintains a referral file of district wide and community-based programs and organizations.

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Typical Duties Performed (continued)

Keeps the lobby and front desk orderly and clutter free.

Follows appropriate safety and security procedures in the case of a building emergency or crisis.

Explains and follows the building package pick up and delivery procedures; assists staff in the building with handling package pick ups; accepts and signs for certified and express mail and related deliveries; contacts the appropriate office in a timely manner to ensure that packages are picked up and delivered; reports any suspicious packages to the proper administrators or authorities.

Efficiently operates a computer to assist with word processing; assists with computer data entry, file maintenance and information gathering and/or retrieval; assists with district wide mailings, assembly of packets and distribution of materials; assists with receiving RSVP calls.

Trains back-up staff regarding work procedures and resources for work at the front desk.

Knowledge, Skills and Abilities

Working knowledge of the policies, procedures, and services of the organization, including those related to maintaining a healthy, safe and orderly building.

Working knowledge of modern office practices and procedures.

Working knowledge of grammar, spelling and punctuation,

Working knowledge of word processing and database computer software.

Considerable skill related to customer service and the ability to interact effectively with the general public, employees in other units of the organization and other departments.

Working ability to communicate effectively in person and/or over the telephone.

Working ability to operate modern office equipment.

Working skill in typing and/or word processing accurately.

Working ability to handle detailed information accurately.

Working ability to make simple arithmetic computations with speed and accuracy.

Working ability to sort, alphabetize, file, search and/or retrieve computerized and/or manual records and files.

Working ability to follow oral and written instructions.

Minimum Qualifications

High school diploma or GED certificate and two years of clerical, receptionist or security assistant work experience.