

FALLBROOK UNION ELEMENTARY SCHOOL DISTRICT

BOARD POLICY

CLASSIFIED PERSONNEL

JD 4200.1

RECEPTIONIST-BILINGUAL

Definition

Under general supervision, to serve as receptionist and operate a central telephone system; to perform routine clerical tasks; and to perform other related duties as assigned.

Responsible to

Site or Department Administrator

Examples of Duties

1. Operates a central telephone system.
2. Receives and greets office callers and visitors and refers them to proper persons and offices.
3. Provides translation and interpretation from English to Spanish for school personnel as needed.
4. Takes and transmits messages.
5. Gives routine information in response to inquiries.
6. Assist school personnel with communication with Spanish-speaking parents and students.
7. Sorts and distributes incoming mail.
8. Prepares outgoing mail for receipt by Post office and UPS.
9. Performs assigned clerical tasks such as filing, typing, preparing forms, assembling and distributing materials when not engaged in central telephone system operations.
10. Operates copy machine, providing copying as requested from District departments and work sites.
11. May maintain scheduling of conference room utilization.
12. Performs other related duties as may be assigned.

Qualifications Guide

Knowledge of:

1. The operation of a multiple telephone extension system.
2. Standard office procedures and simple record systems.
3. Correct English and Spanish usage, spelling, grammar and punctuation.

Ability to:

1. Operate a telephone system at a central facility.
2. Perform a variety of clerical work involving use of independent judgment and requiring accuracy and speed.
3. Receive and give information over the telephone or in person in a courteous manner.
4. Provide Spanish translations of school correspondence.
5. Communicate effectively with students, and public in English and Spanish.
6. Receive, post and route mail accurately and promptly.

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7. Type proficiently.
8. Handle a variety of telephone calls and personal contacts with tact, diplomacy and discretion.
9. Understand and carry out oral and written directions.
10. Maintain cooperative-working relationships with those contacted in the course of work.

Training and Experience

No experience is required; however, previous clerical experience is desirable; equivalent to the completion of the twelfth grade; or any combination of training and/or experience that could likely provide the desired knowledge and abilities.