

WALNUT VALLEY UNIFIED SCHOOL DISTRICT

JOB TITLE: CLERK TYPIST II / RECEPTIONIST

BASIC FUNCTION

Under the direction of a Principal, Director/Department Head or designee, to perform a wide variety of clerical functions of average to above average difficulty, including typing, data entry and other general office duties; to operate a console telephone or private branch telephone switchboard; to act as a receptionist, answering inquiries and providing routine information to the public, students and staff; to sort, route, and process intra-district and United States mail; and to do other related work as required. Incumbents in this classification provide students, staff and the public with information through the performance of a wide variety of clerical services which directly supports learning.

ESSENTIAL JOB FUNCTIONS

- Operates a console telephone or private branch telephone switchboard receiving and screening incoming calls, transferring calls, responding to inquiries and/or taking messages, and making proper connections
- Programs and services a vocal telecommunications phone answering system and maintains District answering machines
- Greets public, parents, students, vendors, etc. as may be required to ensure sign in, issue visitors' badges, respond to their inquiries and/or direct them to appropriate personnel
- Evaluates situations and inquiries involving other staff, students, parents, the public, etc. to provide information and/or direct to appropriate personnel for resolution
- Composes or produces documents and materials (e.g., correspondence, memoranda, sports schedules, school bulletins, minutes, student certificates, achievement awards, etc.)
- Maintains inventory of office supplies and materials (e.g., ordering, stocking, distributing, etc.) to ensure the availability of items as needed
- Monitors financial related information (e.g., class size, attendance, time sheets, etc.) in accordance with District guidelines and procedures
- Maintains records, schedules, files, rosters (e.g., lunch program applications, postage use, equipment repair logs, inventories, calendars, sign in sheets, etc.) to document and/or provide reliable information
- Processes mail, purchase orders, requested forms, and/or sale products
- Provides general information and direction to other staff, visitors, students, parents, co-workers, etc.
- Assists, supports and replaces other office personnel
- May collect and receipt funds
- May administer routine First Aid, and contact appropriate person and agency in event of serious illness or injury
- Performs other duties related to the class as assigned

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JOB REQUIREMENTS – QUALIFICATIONS

Skills, Knowledge and/or Abilities Required:

Skill to:

- Operate standard office equipment including use of computer applications
- Correct English usage in both written and verbal form, spelling, grammar and punctuation

Knowledge of:

- Standard office machines and equipment
- English usage, spelling, grammar, and punctuation
- Numerical, alphabetical, and subject matter filing systems

Ability to:

- Understand and carry out oral and written instructions
- Work courteously and tactfully with co-workers, public, pupils and parents
- Promote team building and a positive work environment
- Adapt correspondence in response to routine informational inquiries
- Communicate effectively with employees and the public
- Adapt easily to work assignments, additional priorities, and new procedures
- Receive constructive criticism and modify work appropriately
- Work without close monitoring and meet deadlines
- Prioritize and identify needs and solve problems independently as appropriate
- Suggest procedural improvements to supervisor as appropriate
- Skillfully handle difficult situations using good judgment
- Maintain high level of professionalism in keeping the needs of customers a top priority
- Skillfully handle difficult situations using good judgment
- Learn and apply standard office procedures and operate modern office equipment skillfully and efficiently
- Perform routine general office and clerical work with speed and accuracy
- Keyboard at an acceptable rate of speed

PHYSICAL DEMANDS

Persons performing service in this position classification will be expected to perform medium work, which involves lifting no more than 50 pounds at a time occasionally, and frequently lifting or carrying objects weighing up to 25 pounds. The work may occasionally involve ascending stairs and ramps and involve sitting for extended periods of time. If someone can do medium work, we determine that he or she can also do sedentary and light work. (*Per the Code of Federal Regulations – Section 404.1567 “Physical Exertion Requirements”*)

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

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EXPERIENCE AND EDUCATION REQUIREMENT

Experience:

One (1) year general clerical experience, including telephone and public contact duties.

Education:

Equivalent to the completion of High School.

LICENSE AND/OR CERTIFICATE REQUIREMENT

- Possess and maintain a valid First Aid Certificate