

RECEPTIONIST



Reports to: Building/Dept. Administrator
Salary Schedule: Schedule B
FLSA Status: Hourly

Bargaining Unit: Wenatchee Assoc. of PSE
EEO Class: level 5
Revised Date: January 2019

SUMMARY:

Acts as main office receptionist, welcomes and directs visitors, parents, students and staff. Provides a variety of clerical services to support supervisor, staff and programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Meets visitors and directs them to proper persons and/or office.
- Ensures that incoming telephone calls are promptly and effectively answered.
- Directs the delivery of messages.
- Type and file various correspondence and/or materials.
- Trains and supervises student office aides, as needed.
- Emphasizes quality of service to the public.
- Organizes and supervises office reception area.
- Prepares correspondence for Administrator/Supervisor.
- Handles, organizes and distributes mail.
- Maintains office files.
- Prepares variety of reports.
- Responds to inquiries from a variety of departments.
- Attendance and punctuality are important in this position.
- Performs other duties as assigned.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Exhibits objectivity and openness to others views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

Computer Skills – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

Customer Service – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff, student and public needs; Solicits feedback to improve service; Responds to requests for service and assistance;

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Interpersonal Skills - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Oral and Written Communication - Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

EDUCATION AND COMPETENCIES:

- High school graduate or equivalent.
- One year post-high school secretarial training.
- Secretarial experience with office management experience preferred.
- Demonstrated organizational skills, telephone skills, computer/data

- entry skills, with the ability to type 50 wpm.
- Demonstrated ability to deal effectively with staff, students, and the public.
- A Washington State Patrol Criminal History Information Form, required by RCW 43.43.830.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

The environmental factors described here are representative of those that may be present in the work place while the employee performs the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is frequently required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional attitude will be required. Multi-tasking is essential as deadlines and frequent interruptions are common.

Employee in this position may encounter prolonged sitting.