

EL CAMINO COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FRONT OFFICE RECEPTIONIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide receptionist support for busy front desk. Operate a multiline phone system, assist callers and visitors and general clerical support duties.

REPRESENTATIVE DUTIES:

Operate a multiline phone system.

Receive and transfer incoming calls and messages

Greet callers and visitors in a professional and pleasant manner, providing information, direction or referring to appropriate parties

Notify interested parties of time and place of meetings and conferences.

Perform clerical work such as typing, filing, proofreading, assembling and distributing materials, mailings, labels, etc.

Operate a variety of related office machines and equipment.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operating a multiline telephone system

Modern office practices, procedure and equipment.

Record-keeping techniques.

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Operate a multi-line telephone system-

Communicate in a professional and courteous manner

Multi-task

Perform clerical work including the operation of a variety of office machines and equipment.

Understand and follow oral and written directions.

Type at an acceptable rate of speed.

Establish and maintain cooperative and effective working relationships with others.

Learn the names and locations of the college's various departments, divisions and employees.

Speak clearly and distinctly.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of clerical experience including operating a multiline telephone system.

WORKING CONDITIONS:

Typical office setting.

Long periods of sitting.

Hand, wrist and finger dexterity.

Extensive interaction with students, staff and the public.

High volume telephone use usage.

Classified Salary Range 21

Revised, and Board Approved: March 21, 2016