

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **RECEPTIONIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under supervision, perform a wide variety of office support and clerical duties and activities of a general nature in support of the assigned area; receive and direct telephone calls and visitors; provide information and assistance to the general public, students, and staff; receive, route, and distribute incoming and outgoing mail; and oversee and operate production copier and other assigned office equipment and machines for assigned area.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Answer all calls and provide prompt, courteous, and accurate service; screen calls to determine proper destination; make station connections; take messages and relay information promptly.
2. Place long distance calls and calls from restricted phones; log long distance calls; screen collect calls to determine acceptability.
3. Handle emergency calls and procedures in accordance with established policies and procedures; monitor the emergency radio as necessary.
4. Greet general public, students, and staff at the counter; provide directions and appropriate general information; ensure that the counter is equipped with relevant informational school newspaper, maps of campus, and related items; ensure counter is equipped with paper, pens, staples, and related office supplies.
5. Maintain related calendar of activities and schedules; files and maintains instructor door cards.
6. Receive, sort, distribute, and deliver outgoing, incoming, and interoffice mail.
7. Process outgoing mail; weigh, meter, and affix correct postage for various out-going mail.
8. Accept all postal deliveries including special delivery, insured mail, registered mail, and all mail requiring special handling including flats, parcels, books, and films.
9. Assist and advise staff with mail regulations, preparation, and costs.
10. Maintain various records including those related to postage meter, bulk permit, postage due, business reply, first class pre-sort, and bulk accounts.
11. Set-up and assign mail boxes to faculty and staff as needed.
12. Distribute communication materials to faculty and staff.
13. Oversee and operate assigned office equipment and machines including a production copier, fax machine, and other assigned office equipment and machines.
14. Order and maintain office supplies including shipping supplies, postal machine supplies, and paper stock for copy and fax machines.

**Chabot-Las Positas Community College District**  
**Receptionist (Continued)**

15. Operate, clean, and perform minor adjustments on a variety of equipment including postal machine and copy and fax machines.
16. Assist staff in setting up voice-mail and with phone issues; default voice mail; make display changes; call in phone repairs; test all extensions to ensure that they are operational.
17. Accept homework assignments from students; may date stamp items; place items in instructors' mailbox.
18. Assign parking permits for faculty and staff as assigned; may give out parking passes to visitors, staff, and faculty.
19. As assigned, issue copy code to new faculty and new staff; maintain listing of copier user codes.
20. Assist in auditing bills as assigned including telephone, UPS, Fed Ex, OnTrac, and postage machine bills.
21. Send out class schedules to local libraries and high schools; send out college catalog to colleges in California.
22. Perform other related clerical tasks as assigned; type simple materials including staff listings and memoranda.
23. Maintain necessary files, records and statistics for the mailroom and related equipment.
24. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Office procedures, methods, and equipment including computers and applicable software applications.
2. Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
3. Mailroom procedures, methods, techniques, and equipment.
4. Postal regulations, laws, procedure, and rates.
5. Specialized terminology and procedures of assigned office.
6. Operating characteristics of postal processing equipment.
7. Operating characteristics of a telephone switchboard.
8. Principles and procedures of record keeping and filing.
9. Mathematical principles.
10. English usage, spelling, grammar, and punctuation.
11. Inventory methods and practices.
12. Traffic and safety laws, ordinances, regulations, and rules involved in vehicle operation.
13. Occupational hazards and standard safety practices including proper lifting techniques.

**Ability to:**

**Chabot-Las Positas Community College District**  
**Receptionist (Continued)**

1. Perform a variety of receptionist and general office support/clerical duties and activities of a general nature for an assigned office.
2. Understand the organization and operation of the College as necessary to assume assigned responsibilities.
3. Understand, interpret, and apply general administrative and office policies and procedures.
4. Respond tactfully, clearly, concisely, and appropriately to requests and inquiries from students, staff, the general public, press, or other agencies; effectively present information in person or on the telephone to students, staff or the public.
5. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
6. Adapt to changing technologies and learn functionality of new equipment and systems.
7. Sort, process, and distribute large quantities of mail/materials quickly and accurately.
8. Type or enter data at a speed necessary for successful job performance.
9. Operate and perform minor maintenance on mailing and other office machines and equipment.
10. Compile and organize data and information.
11. Maintain records and accounts.
12. Work independently in the absence of supervision.
13. Plan and organize work to meet changing priorities and deadlines.
14. Meet critical deadlines while working with frequent interruptions.
15. Understand and follow oral and written instructions.
16. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
17. Communicate clearly and concisely, both orally and in writing.
18. Establish and maintain effective working relationships with those contacted in the course of work.
19. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**Minimum Education & Experience** - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

Some general clerical or office experience involving public contact.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

**Chabot-Las Positas Community College District  
Receptionist (Continued)**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with some travel to deliver mail; subject to noise from office equipment operation; exposure to dust and inclement weather conditions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office and mailroom equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; operate a motor vehicle; and to verbally communicate to exchange information.

9/4/85; 5/20/97; 10/21/03;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Clerical – Secretarial – Fiscal