



## **JOB TITLE: FRONT OFFICE RECEPTIONIST**

Classification: Classified  
Salary Range: 21

Retirement Type: PERS\*  
Revised and Board Approved: November 19, 2018

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### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, provide receptionist support for busy front desk. Operate phones, assist callers and visitors, and provide general clerical support as needed.

### **REPRESENTATIVE DUTIES:**

Receive, answer, and transfer incoming calls. Take messages as appropriate.

Greet callers and visitors in a professional and pleasant manner. Provide information, direction, or referrals to appropriate parties as needed.

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

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

May operate office machines and equipment.

Perform other related duties as assigned.

### **JOB QUALIFICATIONS:**

#### Education and Experience:

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

### **OTHER QUALIFICATIONS:**

#### Knowledge/Areas of Expertise:

General office practices, procedures and equipment.

Record-keeping techniques.

Telephone techniques and etiquette.

Interpersonal skills (i.e., using tact, patience and courteousness.)

#### Abilities/Skills:

Operate a phone system.

Communicate in a professional and courteous manner.

Ability to multi-task.

Understand and follow oral and written directions.

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.

**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.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.