

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT	
JOB DESCRIPTION	

Job Title:	Receptionist	Range:	29
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for operating a telephone switchboard to receive and route calls as appropriate for a District department or office; greeting and directing visitors; and performing a variety of clerical duties.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Operates telephone switchboard; receives calls and directs to appropriate party; takes and transmits messages; answers emergency telephones and routes calls.
2.	Maintains two-way radio communication with security personnel; relays emergency information and requests for assistance; calls police, paramedics or fire in emergencies.
3.	Provides routine information and assistance to callers and visitors as required.
4.	Performs clerical duties as assigned; types letters, memos and forms; sorts and distributes mail; sends and routes faxes; files and maintains routine records; assists clerical staff as required.
5.	Trains and provides work direction and guidance to others as directed.
6.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
7.	Performs related duties as assigned.

OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Receptionist maintains frequent contact with District staff, faculty, students, and the public.

EDUCATION AND EXPERIENCE

High school diploma or equivalent
 Sufficient experience and training to demonstrate the knowledge, skills and abilities listed below

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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of operation of a telephone switchboard
Knowledge of telephone techniques and etiquette
Knowledge of modern office practices, procedures and equipment
Knowledge of maintaining files and records
Knowledge of interpersonal skills using tact, patience and courtesy
Ability to operate telephone switchboard
Ability to learn employee and office locations and extensions, organizations and operations
Ability to train others in the proper operation of a telephone switchboard
Ability to operate a variety of office equipment such as computers, typewriters, copiers, fax machines, etc.
Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College or District office environment; subject to sitting for long periods at a time (up to 2-3 hours).
Repetitive use of upper extremities including hand coordination activities.
