

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</b>
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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.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
8.	Performs related duties as assigned.

**OTHER FUNCTIONS**

**WORKING RELATIONSHIPS**

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

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**EDUCATION AND EXPERIENCE**

Minimum Qualifications

High school diploma or GED

Sufficient experience and training to demonstrate the knowledge, skills and abilities listed below

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

**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, 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

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**SPECIAL REQUIREMENTS**

None

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**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.

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