EMPLOYEE NAME: ______________________

Revised: 10/87; 5/92; 6/92; 6/93; 6/94; 1/95; 10/96; 1/98; 6/07; 5/08; 2/12; 10/12; 1/18; 6/18

JOB DESCRIPTION

POSITION TITLE: Switchboard Operator & Receptionist  JOB CODE: 474E
DIVISION: Strategy and Accountability  SALARY SCHEDULE: Office Clerical-Technician Annual
DEPARTMENT: Content and Marketing  WORK DAYS: 238
REPORTS TO: Director, Content and Marketing  PAY GRADE: Rank IV (NC04)
FLSA: Non-Exempt  PAY FREQUENCY: Monthly

PRIMARY FUNCTION: Operates the switchboard and serves as a receptionist for the Central Office.

REQUIREMENTS:

1. Educational Level: High School Diploma or GED required
2. Certification/License Required: None
3. Experience: 1-2 years of routine clerical experience
4. Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5. Knowledge, Skills, & Abilities: Written and oral communication; strong public relations and telephone skills; basic knowledge of MS Office, Windows, and web browsers.

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1. Demonstrates prompt and regular attendance.
2. Provides the highest level of customer service while interacting with both internal and external stakeholders.
3. Uses established guidelines for call handling, operates the switchboard to provide information and/or route calls to appropriate locations.
5. Maintains a professional work space which reflects positively on the District in the presence of stakeholders.
6. Assists with clipping newspaper articles and maintaining files of articles.
7. Distributes items left for pickup and disseminates requested information.
8. Accesses and navigates CCSD website to provide information as needed to both internal and external stakeholders.
9. Photocopies documents for staff and visitors as needed.
10. Assists Communications Department Secretary as needed.
11. Assists Chief of Staff and Superintendent’s Office secretaries as needed.
12. Performs other duties as assigned by appropriate administrator.

Signature of Employee ___________________________ Date __________________

Signature of Supervisor ___________________________ Date __________________