JOBD DESCRIPTION

**POSITION TITLE:** Front Desk Receptionist & Switchboard Operator  
**JOB CODE:** 474E

**DIVISION:** Strategy and Accountability  
**DEPARTMENT:** Content and Marketing  
**REPORTS TO:** Director, Content and Marketing  
**FLSA:** Non-Exempt

**SALARY SCHEDULE:** Office Clerical-Technician Annual  
**WORK DAYS:** 238  
**PAY GRADE:** Rank IV (NC04)  
**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 with a positive attitude 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. Manages the AI Phone to allow access to employee lot.
7. Accesses and navigates CCSD website to provide information as needed to both internal and external stakeholders.
8. Assists Communications Department Secretary as needed.
9. Reports to the Director of Content & Marketing in the Communications Office
10. Performs other duties as assigned by appropriate administrator.

Signature of Employee __________________________ Date ________________

Signature of Supervisor __________________________ Date ________________