

# **SOUTH SIOUX CITY COMMUNITY SCHOOLS**

## **RECEPTIONIST/OTHER**

<b>Reports to:</b>	<b>Assistant Superintendent/Department Director</b>
<b>Classification:</b>	<b>Classified</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Terms of Employment:</b>	<b>Days according to school calendar as approved by board policy</b>
<b>Evaluation:</b>	<b>Performance in this position will be evaluated regularly by the supervisor and in accordance with Board Policy</b>
<b>Compensation:</b>	<b>Reviewed and established annually by the Board of Education</b>

## **REQUIRED EMPLOYEE CHARACTERISTICS**

- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Job requires being careful about detail and thorough in completing work tasks.
- Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Job requires being honest and ethical.
- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Job requires a willingness to take on responsibilities and challenges.

## **PERFORMANCE RESPONSIBILITIES**

- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Open, read, route, and distribute incoming mail and other material and answer routine letters.
- Make copies, and/or scan, of correspondence and other printed material.
- Review work done by others to check for correct spelling and grammar, ensure that school format policies are followed, and recommend revisions.
- Learn to operate new office technologies as they are developed and implemented.
- Maintain scheduling and event calendars.
- Order and dispense supplies.
- Conduct searches to find needed information, using such sources as the Internet.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Maintain confidentiality of information concerning staff, students, and parents in accordance with law and District rules.
- Develop and maintain a positive, professional rapport with students and parents and coworkers.

- Adhere to code of ethics of the District for non-certified staff. The Secretary must serve as a positive role model for staff and students.
- Using computers and computer systems (including hardware and software) to set up functions, enter data, or process information. This includes: using accounting or bookkeeping software, computers to enter, access or retrieve data and using word processing, spreadsheet and desktop publishing software.
- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, email, or in person.
- Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. This includes: filling out school forms, forms of other agencies and purchase requisitions, maintaining appointment calendar, inventory of school and office forms, records, reports, or files, preparing billing statements and financial reports, preparing or maintaining employee records, preparing travel vouchers, processing invoices, payroll documents, records or checks, routine multi-line telephone calls, and typing correspondence.
- Observing, receiving, and otherwise obtaining information from all relevant sources. This includes: assisting with business or managerial research.
- Entering, transcribing, recording, storing, or maintaining information in written or electronic form. This includes: documenting provision of services, entering time sheet information, maintaining telephone logs, performing typing or entry for extended duration, preparing meeting materials and minutes, taking dictation, meeting notes, and messages, transcribing spoken or written information, and typing documents from machine transcription.
- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. This includes: compiling data for financial and school reports, compiling itinerary of planned meetings or activities, and reconciling or balancing financial records.
- Performing for people or dealing directly with the public. This includes greeting staff, students, parents and members of the public.
- Keeping-up-to-date technically and applying new knowledge to your job. This includes oral and written communication techniques.
- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Operate a console telephone or private branch telephone switchboard receiving incoming calls and making proper connections.
- Answer routine inquiries for the general public and assist them by providing directions to offices and persons from whom they may receive assistance.
- Take and transmit messages.
- Sort, collate and distribute materials.
- Perform a variety of routine clerical functions, including the operation of modern equipment and machines.
- Arrange console or switchboard to receive night connections.
- Maintain the district conference and meeting room schedule and calendar.
- Other duties, as assigned by supervisor.

### **REQUIRED SKILLS AND ABILITIES**

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Talking to others to convey information effectively. The ability to speak clearly so others can understand you.
- Communicating effectively in writing as appropriate for the needs of the audience. The ability to communicate information and ideas in writing so others will understand.
- Managing one's own time and the time of others.

- Being aware of other’s reactions and understanding why they react as they do.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- The ability to apply general rules to specific problems to produce answers that make sense. Inductive: The ability to combine pieces of information to form general rules or conclusions. (Includes finding a relationship among seemingly unrelated events).
- Actively looking for ways to help people.
- The ability to shift back and forth between two or more activities or sources of information.

**WORKING CONDITIONS**

- Inside offices.
- Work of a repetitive nature.

**EDUCATION AND/OR EXPERIENCE**

- High School Diploma
- Courses/Training in secretarial skills, word processing, office software and/or personal computers.

**ESSENTIAL FUNCTIONS:**

The essential functions of the Administrative Secretary position include: (1) regular, dependable attendance on the job; (2) the ability to perform the identified tasks and to possess and utilize the identified knowledge, skills, and abilities to perform the identified work activities; and, (3) the ability to perform the following identified physical requirements:

Physical Requirements Receptionist/Other		Item is not a requirement of the job NE	Occasional – up to 33% of time NE	Occasional/Essential -- up to 33% of time, absolutely essential to the job E	Frequent -- between 34% - 66% E	Continuous -- over 66% of time E
NE = Non-Essential						
<b>Stamina</b>						
1.	Sitting				X	
2.	Walking				X	
3.	Standing		X			
4.	Sprinting/Running	X				
<b>Flexibility</b>						
5.	Bending or twisting at the neck more than the average person			X		
6.	Bending or twisting at the trunk more than the average person		X			
7.	Squatting/Stooping/Kneeling		X			
8.	Reaching above the head		X			
9.	Reaching forward			X		
10.	Repeating the same hand, arm or finger motion many times (For example: typing, data entry, etc.)				X	
<b>Activities</b>						
11.	Climbing (on ladders, into large trucks/vehicles, etc.)		X			
12.	Hand/grip strength		X			
13.	Driving on the job		X			
14.	Typing non-stop				X	
<b>Use of Arms and Hands</b>						
15.	Manual dexterity (using a wrench or screwing a lid on a jar)		X			
16.	Finger dexterity (typing or putting a nut on a bolt)				X	
<b>Lifting Requirements</b>						
17.	Lifting up to 10 pounds (Mark all that apply)					
	Floor to waist			X		

	Waist to shoulder			X		
	Shoulder to overhead		X			
18.	Lifting 11 to 25 pounds (Mark all that apply)					
	Floor to waist			X		
	Waist to shoulder		X			
	Shoulder to overhead	X				
19.	Lifting 26 to 50 pounds (Mark all that apply)					
	Floor to waist		X			
	Waist to shoulder		X			
	Shoulder to overhead	X				
20.	Lifting 51 to 75 pounds (Mark all that apply)					
	Floor to waist	X				
	Waist to shoulder	X				
	Shoulder to overhead	X				
21.	Lifting 76 plus pounds (Mark all that apply)					
	Floor to waist	X				
	Waist to shoulder	X				
	Shoulder to overhead	X				
22.	Can load/items weighing over 50 pounds that are lifted or carried be shared, or reduced into smaller loads?	X				
<b>Pushing/Pulling</b>						
23.	25 to 50 pounds			X		
24.	51 to 75 pounds		X			
25.	76 to 90 pounds	X				
26.	Over 90 pounds	X				
<b>Carrying</b>						
27.	10 to 25 pounds		X			
28.	26 to 50 pounds		X			
29.	51 to 75 pounds	X				
30.	76 to 90 pounds	X				
31.	Over 90 pounds	X				