

SECRETARY/RECEPTIONIST GR-4

BASIC FUNCTION

To operate a central switchboard; to greet and provide information to callers and visitors; to perform a variety of basic secretarial and clerical tasks, such as typing, filing, and the like for a department/program or group of assigned faculty or staff members.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Operate the central switchboard, connecting callers to proper extension.
- Greet people coming into the office, and route to appropriate office or staff member.
- Give callers and visitors directions to various locations, as well as directions to the school from various locations, screen calls, make appointments, answer routine questions, distribute standard information, and set up meetings.
- Take and dispatch messages as needed.
- Answer a variety of basic questions about procedures, schedules, events, and the like.
- Distribute and collect forms and other materials.
- Place outgoing calls and log for billing purposes, if required.
- Keep in-house directories and related information updated.
- Report any relevant problems to senior staff members, and follow-up as needed.
- Perform, and/or back-up and assist senior staff members with various specialized clerical/technical tasks, such as compiling data for reports, computer data entry and routine report production, sorting/coding forms, scheduling tasks and the like.
- Type a variety of written materials (correspondence, exams, reports, minutes, forms, records, brochures, etc.) from handwritten, taped or typed copy, using standard typewriters and/or computer word processing equipment.
- Assist office staff with a variety of general clerical tasks, such as:
 - typing memos, reports, forms, and the like;
 - sorting and distributing incoming and outgoing mail;
 - bulk mailings, including collating, stapling, labeling;
 - basic filing tasks;
 - basic record keeping tasks, such as maintaining daily logs, records, files and /or resource materials;
 - routine bookkeeping tasks
 - photocopying, collating and distributing various written materials.
- Perform related tasks as assigned.

SUPERVISION RECEIVED

Direct to moderate supervision is received from an office manager or other senior staff member or faculty member.

MINIMUM QUALIFICATIONS

Associate's degree in a secretarial curriculum, or high school plus two years of relevant secretarial/clerical experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Some relevant switchboard/telephone reception experience. Ability to speak clearly to and deal courteously and efficiently with callers, visitors, students, faculty and staff. Good memory for names and numbers; ability to give directions.
- Basic clerical skills, including good basic typing, filing, reading, spelling and math skills. Some word-processing experience/training desirable. Familiarity with standard office machines.
- Ability to deal with students, faculty, staff, parents, and/or others in a courteous and efficient manner.

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This general outline illustrates the type of work which characterizes the Job Classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.