

DIXON UNIFIED SCHOOL DISTRICT
Job Description

TITLE: District Office Receptionist, Bilingual (Spanish)	CLASSIFICATION: Classified (SEIU)
REPORTS TO: Director of Human Resources	RANGE: 250
WORK YEAR: 12 Months	CLASS: Administrative Support
BOARD APPROVAL: 1/12/17	
BOARD REVISION:	

PRIMARY FUNCTION: Perform routine, diverse customer service duties; greet the public, provide information, and direct inquiries to the appropriate person or office; answer the telephone, and provide assistance to caller; make phone calls to request, provide, or verify information as directed, and performs clerical duties as assigned.

RELATIONSHIP TO STUDENT ACHIEVEMENT: This position is often the first contact with parents. Both Spanish- and English-speaking parents receive information and have questions answered. This positive first contact reassures parents and thus assists in pointing their children in the right direction for success.

SUPERVISION OVER: Not Applicable

ESSENTIAL DUTIES AND RESPONSIBILITIES: Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but to accurately reflect the primary job elements. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

- Answers incoming phone calls and routes to proper personnel
- Greets office visitors assisting them whenever possible
- Receives and processes inter/intra district transfers
- Assists other district office clerical staff with larger projects whenever possible
- Maintains the DUSD Master Calendar
- Provides excellent customer service by establishing positive relationships with district personnel, representatives from external organizations, and the general public
- Performs a variety of duties and special projects as assigned from verbal or written instructions; prepares and maintain logs, files, and records; reviews and verifies the accuracy and completeness of various documents; receives, sorts, and distributes mail
- Prepares and maintains daily visitor logs and contact information, monitors visitor sign in and out of the building
- Prepares documents as directed.
- Operates a computer, related software, and standard office equipment.
- Prioritizes work to meet schedules and timelines.
- Communicates effectively, both orally and in writing.
- Understands and follows oral and written directions in English.
- Provides clerical and general office support duties for the Human Resources Department;
- Assists with substitute management system. Maintains an up-to-date list of substitutes in teaching and classified occupations. Contacts substitutes and directs to school sites or District Office;
- Coordinates student artwork for District bulletin boards, assists teachers and parents display work.
- Performs other duties as assigned

TRAINING, EDUCATION, AND EXPERIENCE:

- Must be able to consistently work with the public and staff in a positive manner
- Bilingual in English and Spanish required
- Ability to use typical office machines and computer software
- High school diploma or equivalent required
- Vocational or college business classes preferred
- Previous office experience preferred
- Sufficient vision to read fine print and figures*, sufficient hearing to conduct in person and telephone conversations*; sufficient physical mobility to move around the facilities*; physical, mental and emotional stamina to endure long hours, rigid deadlines and periodic workload.

LICENSES AND OTHER REQUIREMENTS:

- Valid California Driver's License, insurable status by the District's carrier, and access to a personal vehicle.
- Fingerprint/criminal justice clearance.
- Possession of a negative TB risk assessment certificate and, if risk factors are identified, a negative TB examination, that is no more than 60 days old and renewable at least once every four years.

KNOWLEDGE AND ABILITIES: The following outline of essential knowledge, abilities, and physical requirements is not exhaustive and may be supplemented as necessary in accordance of the job.

KNOWLEDGE OF*:

- Correct grammar, spelling, punctuation, syntax, and idiomatic usage of English and Spanish
- English and Spanish equivalent translations of general, technical, and subject-matter terms
- Microsoft Office Suite 2010 (Word, Excel, PowerPoint, Outlook)
- Operation of a computer, related hardware and software, and standard office equipment.
- Record-keeping techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Technical aspects of field of specialty.

ABILITY TO*:

- Speak, read, and write fluently in English and Spanish
- Speak, read, and write effectively in idiomatic English and Spanish
- Edit documents for publication in English and Spanish
- Compose correspondence, operate standard office machines, and develop/maintain organizational systems.
- Analyze, interpret and report problems
- Prioritize and schedule work.
- Maintain confidentiality of privileged information obtained in the course of work.
- Exercise caution and comply with health and safety regulations.
- Provide service and assistance to others using tact, patience, and courtesy.
- Give, understand, and carry out multi-step oral and written instructions.
- Form and maintain cooperative and effective working relationships with others.
- Sustain productivity with frequent interruptions and attention to deadlines.
- Maintain consistent, punctual, and regular attendance.
- Work both independently with little direction and as a part of a team.
- Meet District standards of professional conduct as outlined in Board Policy.
- Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.
- Multi-task and complete work with many interruptions. Lift light objects according to safety regulations.

**Candidates should have fundamental working knowledge of these concepts, practices, and procedures, and the ability to apply them in varied situations.*

WORKING CONDITIONS:

PHYSICAL DEMANDS (*With or without the use of aids*)*:

- Work is performed while in a stationary position for extended periods of time.
- Work is performed while moving about the office to utilize equipment, technology, etc.
- Work is performed while positioning self to access files and supplies.
- May require traveling in a vehicle to job assignments.
- May require the ability to lift lightweight objects.
- Requires the ability to communicate effectively with staff, students, parents, and community members.
- Requires the ability to operate a computer keyboard or standard office equipment.

**Consideration will be given to qualified disabled persons who with reasonable accommodation can perform the essential functions of the job.*

SAMPLE ENVIRONMENT: In vehicle traveling to work assignments; various campus facilities; indoor office setting where employees are protected from weather conditions or contaminants; occasional temperature changes; exposure to usual office sounds, dust, and possible odor of perfume or room deodorizer; outdoor environments on campus in variable weather conditions; variable heights, confined spaces, variable/diminished lighting; loud and consistent noise created by power tools and equipment; fumes and odors caused by chemicals and solvents.