

RECEPTIONIST

GENERAL STATEMENT OF RESPONSIBILITIES

This position is primarily responsible for answering telephones and greeting visitors and general entry-level office work. Work is performed under the direction of the Administrative Services Manager. This is a District safety-sensitive position in accordance with Arizona law.

EXAMPLES OF DUTIES TO BE PERFORMED

1. Answers telephones, responds to basic billing questions, notes accounts, and routes calls to appropriate staff.
2. Greets customers, accepts payments, responds to basic billing questions, notes accounts, and directs inquiries to appropriate staff.
3. Responsible for counting the cash drawer at the beginning and end of every shift.
4. Prepares complaint response requests and inputs data into computer.
5. Opens, sorts, and distributes incoming mail and deliveries. Prepares packages for shipping.
6. Sorts, organizes, and files materials.
7. Responsible for cleaning and dusting the lobby, reception area, and lobby restroom.
8. Other tasks as assigned.

REQUIRED KNOWLEDGE AND SKILLS

1. Knowledge of general office practices and procedures.
2. Ability to operate various office machines such as a personal computer, facsimile machine, copy machine, adding machine, etc.
3. Ability to understand and follow oral and written instructions.
4. Ability to communicate with public in a pleasant manner under adverse circumstances.

REQUIRED TRAINING AND EXPERIENCE

This position requires a minimum of one year of receptionist/office clerical experience, familiarity with computer applications, and completion of high school. Other combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

1. Must pass a pre-employment drug test.
2. This position requires the use of District vehicles for business. Use of a personal vehicle for District business is prohibited if the employee is not authorized to do so. The incumbent must possess a valid AZ driver's license with a good driving record.