



## LOWELL JOINT SCHOOL DISTRICT

### SWITCHBOARD OPERATOR-RECEPTIONIST

Classified Salary Schedule  
Range 17

#### JOB SUMMARY:

Under immediate supervision, operate the District's centralized telephone system; perform a variety of clerical duties as assigned; and perform other related clerical duties as assigned.

#### ESSENTIAL FUNCTIONS:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. 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 the classification.*

- Serve as receptionist and direct visitors to appropriate administrative offices; perform a variety of clerical duties in as assigned.
- Operate the District's centralized telephone system; answer telephone calls and route calls to various offices.
- Check automated substitute calling system for employees who are absent and assure proper coverage; generate reports to determine substitute availability and call substitutes for coverage.
- Answer routine questions concerning locations of schools, attendance boundaries and related information; provide specific information concerning school and District schedules.
- Process District outgoing mail; maintain daily postage meter; receive, date stamp, and route incoming mail.
- Process, file and route completed Facilities Use Agreement forms.
- Report necessary District Office repairs to maintenance and operations.
- Coordinate transportation for all field trips as needed.
- Distribute and receive inter-District transfer requests and answer related questions.
- Distribute payroll checks.
- Provide sign-in sheet and building keys to substitute custodians.
- Instructs substitute and relief personnel on operation of telephone system and postage meter.
- Performs other related duties as assigned.

#### QUALIFICATION GUIDELINES:

##### **Knowledge of:**

- Operation of a centralized telephone system.
- Modern office practices, procedures and equipment.
- Telephone techniques and etiquette.
- District geographical area.
- Correct English usage, grammar spelling, punctuation and vocabulary.

##### **Ability to:**

- Operate a centralized telephone system with speed and accuracy.
- Greet visitors courteously, determine their needs and direct or escort visitors to the appropriate department.
- Operate a computer with efficiency to word process and for record-keeping.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing, displaying tact, patience and judgment.
- Type at a rate of 40 wpm.
- Establish and maintain cooperative and effective working relationships with others.
- Apply and explain policies, procedures, rules and regulations both in person and on the telephone.
- Complete work with many interruptions.

**Education/Training/Experience:**

Any combination equivalent to graduation from high school and two years experience in clerical, secretarial or receptionist work in a multi-department organization.

**Licenses/Certificates/Special Requirements:**

Incumbents in this position may be required to speak a designated second language.

**PHYSICAL STANDARDS AND WORKING CONDITIONS:**

*The physical and mental demands and work environment described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These physical demands are generic in nature and tasks may vary dependent on specific trade and or specialized work assignment.*

**Physical Demands:**

Physical demands of this position include sitting for most of the time, but may involve walking or standing for brief periods; the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

**Mental Demands:**

Employee must be able to use written and oral communication skills; read and interpret data, information, and documents; interpret policies and procedures; use math and mathematical reasoning; work with constant interruptions; and interact cooperatively with District staff, vendors, contractors, other organizations, and the general public.

**Work Environment:**

While performing the duties of this position, employees will work in an office setting where the noise level is usually quiet. Negative interactions with employees and vendors can result in stressful situations.

*The information contained in the physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. Individuals who hold this position may perform additional duties and additional duties may be assigned.*

**WORK PERIOD:**

12 months per year, 5 days per week, 8 hours per day