

## MT. SAN ANTONIO COLLEGE JOB DESCRIPTION

Job Title:	Receptionist/Clerical Assistant	Range:	37
Date Revised:	1/22/03	Date Approved:	5/22/02

### PRIMARY PURPOSE

The Receptionist/Clerical Assistant operates a telephone switchboard system, performs receptionist and general clerical duties, and trains and provides work direction to relief operators and other personnel as assigned.

### ESSENTIAL FUNCTIONS

*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

1.	Operates a telephone switchboard, receives and transfers incoming calls to appropriate person or department; places and receives long distance calls; takes and transmits messages as necessary
2.	Receives and greets visitors to the campus and refers them to the proper location
3.	Answers questions and provides routine information to students, staff and the public within established policies and procedures
4.	Notifies interested visitors of time and location of various meetings/conferences held on campus
5.	Performs general clerical duties such as typing, filing, proofreading, assembling, and distributing materials
6.	Trains and provides work direction to relief operators, student assistants and other personnel as assigned
7.	Monitors user performance of phone system and reports problems to technicians.
8.	Maintains accurate records related to computerized phonebook and part-time faculty voicemail; provides training on voicemail system
9.	Provides voicemail messages relating to campus announcements, programs, etc.
10.	Learns and applies emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner
11.	Performs related duties as assigned

## **MT. SAN ANTONIO COLLEGE JOB DESCRIPTION**

---

### **WORKING RELATIONSHIPS**

The Receptionist/Clerical Assistant maintains frequent contact with faculty, staff, students, various departments, the community and outside agencies.

---

### **EDUCATION AND EXPERIENCE**

High school diploma; 2 years of directly related experience

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

- Operation of a telephone PBX system and various telephone switchboard equipment
- Training principles and practices
- Organization, operations, policies and objectives
- Modern office practices, procedures and equipment
- Record keeping techniques
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Various computer software applications

#### **Ability to:**

- Operate a multiple telephone switchboard
- Operate personal and/or mainframe computers
- Maintain patience courtesy and tact while interacting with a variety of people
- Communicate professionally and effectively, both orally and in writing
- Establish and maintain effective working relationships with others
- Type 35-45 words per minute
- Operate a variety of office equipment
- Train and provide work direction to others
- Interpret, apply and explain rules, regulations, policies and procedures
- Plan, organize and prioritize work
- Meet schedules and time lines
- Work independently with little direction
- Understand and follow oral and written directions
- Understand scope of authority in making independent decisions
- Review situations accurately and determine appropriate action according to established guidelines

---

### **WORKING CONDITIONS**

College office environment; busy to moderately busy telephone calls; constant contact with the public; may be subject to sitting for long periods at a time (up to 6-7 hours); repetitive use of upper extremities including hand coordination activities.

---