



EMPLOYEE NAME: _____

Revised: 10/87; 5/92; 6/92; 6/93; 6/94; 1/95; 10/96; 1/98;
6/07; 5/08; 2/12; 10/12; 1/18; 6/18; 8/20

JOB DESCRIPTION

POSITION TITLE: Front Desk Receptionist & Switchboard Operator	JOB CODE: 474E
DIVISION: Strategy and Accountability	SALARY SCHEDULE: Office Clerical-Technician Annual
DEPARTMENT: Content and Marketing	WORK DAYS: 238
REPORTS TO: Director, Content and Marketing	PAY GRADE: Rank IV (NC04)
FLSA: Non-Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Operates the switchboard and serves as a receptionist for the Central Office.	

REQUIREMENTS:

1. Educational Level: High School Diploma or GED required
2. Certification/License Required: None
3. Experience: 1-2 years of routine clerical experience
4. Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5. Knowledge, Skills, & Abilities: Written and oral communication; strong public relations and telephone skills; basic knowledge of MS Office, Windows, and web browsers.

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Provides the highest level of customer service with a positive attitude while interacting with both internal and external stakeholders.
3.	Uses established guidelines for call handling, operates the switchboard to provide information and/or route calls to appropriate locations.
4.	Greets, assists and announces visitors. Implements visitor sign-in & sign-out process. Issues, retrieves and accounts for visitor badges.
5.	Maintains a professional work space which reflects positively on the District in the presence of stakeholders.
6.	Manages the AI Phone to allow access to employee lot.
7.	Accesses and navigates CCSD website to provide information as needed to both internal and external stakeholders.
8.	Assists Communications Department Secretary as needed.
9.	Reports to the Director of Content & Marketing in the Communications Office
10.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____