

Job Summary:

The job of Receptionist-Human Resources is done for the purpose/s of greeting callers and visitors to the Tulare County Office of Education (TCOE) building; scheduling and maintaining room reservations for the TCOE and Doe Avenue buildings; and providing clerical support and assistance to the Human Resources staff under the supervision of the Director of Human Resources.

Essential Functions:

- Greet individuals for the purpose of directing them to the appropriate department, individual, or meeting room.
- Answers/operates the telephone system at the county office reception desk for the purpose of greeting callers and directing them to the appropriate individual.
- Provides general information about the county office such as the location of departments or offices, employees within the organization, or services provided.
- Receives/disseminates telephone messages for the purpose of providing information to, or requesting information from TCOE staff members.
- Performs duties such as straightening up the lobby or reception area and reporting malfunctioning equipment and safety hazards.
- Assists Human Resources staff for the purpose of providing a variety of general clerical support.
- Compiles school district calendars for the purpose of maintaining and sharing those calendars with all school districts in Tulare County and other interested parties.
- Schedules/maintains room reservation schedules for TCOE and Doe Avenue building meeting rooms for the purpose of ensuring that reservations made by individuals are accurately documented and facilities are prepared per their instructions.
- Accepts payments for various TCOE events/activities i.e., Theatre Company tickets, SCICON BBQ, Instructional Aide Exam, etc., maintains accounting of money collected, and prepares deposits.
- Records and logs visitors to the facility and, when required, issues visitor passes.

Skills, Knowledge and/or Abilities:

- ▶ **Skills to:**
 - provide exceptional customer service;
 - accurately receive payments and record receipts for payments;
 - use a personal computer;
 - operate a telephone console;
- ▶ **Knowledge of:**
 - proper telephone etiquette;
 - computer use and software programs;
 - office practices and procedures;
 - proper English, grammar and spelling;
 - principles and processes for providing quality customer service;
- ▶ **Ability to:**
 - provide accurate information to staff and the public in a professional and courteous manner;
 - learn TCOE policies and procedures;
 - understand and carry out oral and written instructions.

Responsibilities include: working under standardized instructions and/or routines; providing information and/or advising other persons; and operating within a defined budget and/or financial guidelines. There is an opportunity to impact the organization's services. The usual and customary methods of performing the job's functions requires the following physical demands: some lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; and significant fine finger dexterity.

Experience Required:

- ▶ Two years of reception/clerical experience is required.

Education Required:

- ▶ High school diploma or equivalent.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

- ▶ Valid California Driver's License and proof of automobile insurance.
- ▶ Department of Justice and FBI Fingerprint Response.

FLSA Status: Non-Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace.

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.