

**Job Summary:**

The Receptionist-Human Resources reports directly to the Assistant Superintendent, Human Resources and/or designee. This position is responsible for 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; fingerprinting; and providing clerical support and assistance to the Human Resources staff under the supervision of the Director of Human Resources.

**Essential Functions:**

- Answers phones and greets visitors for the purpose of answering questions, furnishing information and referring to the appropriate department or staff member;
- 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;
- Fingerprints school employees, school volunteers, and independent contractors for fingerprint clearance;
- Maintains a database of individuals fingerprinted, payments, and the dates prints are sent to and the clearances are received from the Department of Justice (DOJ) and Federal Bureau of Investigations (FBI);
- Prepares transmitted records for fingerprints and monthly billing records for accounting to process payment;
- 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, maintains accounting of money collected, and prepares deposits;
- Records and logs visitors to the facility and, when required, issues visitor badges;
- Prepared badges for all employees;
- Prepares/creates correspondence, forms, flyers, invitations, etc. to disseminate pertinent information to employees and other agencies;
- Assist with the monthly Instructional Aide Assessment test for instructional assistant positions at school districts throughout Tulare County;
- Obtains and disseminates information for the purpose of ensuring that appropriate individuals are aware of workshops/trainings/meetings and receive pertinent documents such as: agendas, handouts and surveys;
- Assist with processing mail, reconciles monthly absence reports, prepares purchase orders and orders and maintains department office supplies;
- Assists with TCOE events as directed;
- Performs other related duties as assigned to provide support to the human resources department;

**Responsibilities include:** working under direct supervision using standardized protocols; providing information and customer service to staff and the public; operating within a defined budget; work collaboratively within and outside of the department. The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires 85% sitting, 5% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

**Skills to:**

- perform clerical work using independent judgement, initiative and required accuracy and speed;
- type at a speed of 35 net words per minute;
- recognize and appropriately respond to sensitive human resources matters;

- work collaboratively with all units of the human resources department to improve work products and customer service;
- work patiently with upset individuals in order to de-escalate the situation and seek appropriate assistance;
- research, compile and analyze information and prepare appropriate alternatives and recommendations;
- implement new systems or changes in current programs by obtaining input and cooperation from others;

**Knowledge of:**

- human resources policies and best practices;
- correct English word usage, spelling, grammar and punctuation;
- modern office methods, practices and procedures;
- office and records management;
- personal computers, electronic mail systems, software, etc.;
- TCOE policies and procedures;
- budgeting and fiscal practices at the department level;

**Ability to:**

- manage records;
- use a computer to create correspondence, save/retrieve documents and develop and maintain databases
- create, update, maintain and share Google documents/slides/sheets;
- understand, interpret and apply federal, state, local and county office policies, procedures, laws and regulations;
- perform secretarial work with speed and accuracy;
- understand and carry out oral and written directions;
- maintain cooperative relationships with those contacted in the course of work;
- attend in-service training, meetings, classes and conferences;

**Experience Required:**

- One year of experience performing complex administrative support duties, preferably in human resources office.

**Education Required:**

- High school diploma or equivalent required;
- Associates Degree preferred;

**Other Requirements:**

- Valid California driver's license and proof of automobile insurance;
- Department of Justice and FBI Fingerprint clearance upon hire;

**FLSA Status:** Non-Exempt

October 2023

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.