RECEPTIONIST/TELEPHONE CONSOLE ATTENDANT

DEFINITION
Under supervision, operates a telephone console and gives routine information to the public; performs routine clerical tasks; and does related work as required.

TYPICAL DUTIES
Answers telephone, transfers calls or responds to requests, delivers messages, and runs errands. Serves as an initial source of information and assistance to persons contacting the college. Communicates with students, employees, and other individuals to disseminate or explain information, approve room reservations, answer questions or refer questions to appropriate staff person. Types and proofreads letters, purchase orders, reports, and other materials from rough draft, copy, and notes; prepares routine correspondence; computes, records, and proofreads data and information, such as records or reports; and reviews files, records, and other documents to obtain requested information. Operates office machines, such as copier, fax machine, telephone, and computer; receives, prepares, sorts, and distributes mail and packages on a campus-wide basis; sorts and files documents; and processes and posts outgoing mail, packages, and other materials. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE

<table>
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<tr>
<th>Promotional</th>
<th>General</th>
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<tr>
<td>Six months of experience in Los Rios CCD as a Clerk II.</td>
<td>One year of general clerical experience preferably including experience operating a multiple-line telephone console, Centrex or PBX.</td>
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EDUCATION
One year of college level business and clerical course work may be substituted for experience requirement.

KNOWLEDGE OF
Knowledge of principles and processes for providing customer service; telephone techniques; administrative and clerical procedures and systems; appropriate filing systems; and the use of modern office equipment and methods. Knowledge of the basic elements of correct English usage, spelling, and vocabulary.

SKILL IN
Skill in finding ways to structure or classify multiple pieces of information. Skill in listening to what other people are saying and asking questions as appropriate; understanding written sentences and paragraphs in work related documents; and communicating effectively with others orally and in writing as indicated by the needs of the audience.
ABILITY TO (ESSENTIAL FUNCTIONS)
The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to operate a multiple-line telephone console. The ability to hear sufficiently well to perform the tasks of the position; speak clearly and pleasantly in order to be understood by clientele. The ability to assist students with individual questions or concerns in an open, friendly and poised manner. The ability to follow directions; perform clerical work including use of correct English, spelling, and grammar; and operate modern office equipment, including electronic typewriter, computer, printer, copier, and fax machine.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Multi-line telephone console, fax machine, computer, printer, copier, and typewriter.