

SCHOOL DISTRICT NO. 62 (SOOKE)

TITLE: BOARD OFFICE RECEPTIONIST

QUALIFICATIONS:

1. Secondary school graduation or equivalent.
2. Ability to process payments and issue passes for students who use bus services.
3. Ability to use District information systems to record information about bus riders and routes.
2. Ability to type (50 words per minute minimum).
3. Ability to speak clearly and articulately.
4. Ability to meet and deal with staff and the public using courtesy, tact and diplomacy.
5. Good knowledge of business English and office routines.
6. Able to operate a switchboard.
7. Able to operate common office machines and equipment and use required software programs
8. A minimum of one year of office experience dealing with the public and handling cash.
9. Ability to work under pressure.
10. Ability to perform tasks under minimum supervision.

RESPONSIBLE TO: Director of Finance

SUPERVISES: N/A

JOB GOAL: To contribute to effective public relations by prompt and courteous handling of all inquiries and visitors. To issue invoices, process payments, issue passes and update information system for all bus riders.

PERFORMANCE RESPONSIBILITIES:

1. Operates a switchboard in an efficient manner.
2. Greets all visitors courteously, handles their inquiries, and routes them to the proper person and/or department.
3. Issues invoices, processes payments, issues bus passes and updates information systems for all bus riders in the District.
4. Types forms, reports, statements, stencils, requisitions, etc. as required.

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5. Maintains an attractive and comfortable reception area.
6. Receives and distributes all incoming mail.
7. Respects the confidentiality of all correspondence and discussions.
8. Ensures that all outgoing mail has proper postage.
9. Operates common office machines as required.
10. Performs related duties as may be assigned.

TERMS OF EMPLOYMENT: Eleven months per year.

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EVALUATION

DATE: September 17, 2015

JOB TITLE: Board Office Receptionist

Factor	Degree	Points	Substantiating Data
1. Knowledge	4	60	High school Grade 12 graduation plus an additional program of up to one year or equivalent.
2. Experience	4	60	One year and over.
3. Judgement	2	20	The job requires the application of established methods or procedures. Work may involve a choice of methods.
4. Concentration	3	30	Almost continuous periods of short duration; OR Frequent periods of intermediate duration; OR Occasional periods of long duration.
5. Physical Activity	2	12	Light activity of intermediate duration; OR Medium activity of short duration.
6. Dexterity	3	18	Employee is required to perform tasks that demand the accurate coordination of coarse movements, where speed may be a consideration. There is requirement for some fine movements.
7. Accountability	4	40	Actions could result in serious loss of time or resources; OR cause significant embarrassment within the organization and have limited impact on its public image.
8. Safety of Others	1	8	Little degree of care required to prevent injury or harm to others.
9. Interpersonal Skills	4	40	Tact and diplomacy are required when handling contacts of a difficult or specialized nature, for the discussion and resolution of problems by presenting or obtaining detailed information.
10. Disagreeable	4	40	Minor conditions of almost continuous exposure; OR Major conditions of frequent exposure.
TOTAL POINTS		328	

APPROVED

On behalf of C.U.P.E., Local 459

On behalf of School District No. 62 (Sooke)

Date Signed: _____

Date Signed: _____