



## **SAN MATEO UNION HIGH SCHOOL DISTRICT**

### **CLASSIFIED JOB DESCRIPTION**

**JOB TITLE:** DISTRICT RECEPTIONIST/HUMAN RESOURCES TECHNICIAN  
**REPORTS TO:** Deputy Superintendent of HR/Student Services      **SITE:** District Office  
**CLASSIFICATION:** Classified Bargaining Unit      **WORK YEAR:** 12 Month  
**SALARY:** Range 35/38 – Classified Salary Schedule  
**APPROVED BY THE BOARD OF TRUSTEES:** October 28, 2021

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#### **JOB SUMMARY:**

Under general supervision, serve as District Office central receptionist and telephone operator, and perform various responsible clerical support. Assist callers by providing routine information regarding District policies, procedures, and operations. Greet visitors and perform clerical work such as typing, record keeping, document preparation, filing, scheduling and processes incoming mail and packages. Assist HR, Communications, and Student Services. Uses initiative in carrying out recurring assignments but refers deviations, problems, and unfamiliar situations to the Deputy Superintendent of Human Resources and Student Services for decision or guidance. Perform other related duties as assigned.

#### **ESSENTIAL FUNCTIONS:**

1. Serve as District Receptionist for the facility and the general public. Receive and route incoming calls, and take and transmit messages.
2. Assist callers by providing routine information regarding District policies, procedures, and operations and/or referring callers to appropriate resources.
3. Greet visitors, staff, and others by directing them to the proper individual, department or event.
4. Maintain and organize conference rooms' calendars.
5. Receive, sort and distribute incoming mail and packages; keep mail related records and logs.
6. Post and edit the Lobby On Screen display including the conference room schedule slide.
7. Compile and distribute electronic news clips.
8. Assist with the District website updates.
9. Update District job board presence on external recruitment websites.
10. Perform general clerical work including word processing, typing forms, proofreading materials, filing, record keeping and assembling materials.
11. Communicate with university career centers regarding District job postings.
12. Assist the Superintendent's Assistant with distributing Board materials.
13. Order, store and issue office supplies and materials for the Superintendent Office, Human Resources Department and Print Shop.
14. Assist in the inter- and intra-district transfer process.
15. Assist Human Resources Department with billings, mailings, recruitment notices, annual postings, scanning documents, etc.
16. In conjunction with the Student Services Department, may schedule priority enrollment appointments.
17. Train relief and substitute telephone operators.
18. Reconcile applicants for Department of Justice billings.
19. Prepare routine correspondence.
20. Other related duties as assigned.

**Employment Standards:**

- Incumbent must be able to perform essential functions above plus assigned Human Resources Technician essential functions with or without reasonable accommodation.
- Incumbent must maintain a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other District employees, administrators, the Board of Trustees, students, parents and the general public.

**EDUCATION:**

- High School diploma or equivalent plus coursework or professional training in the office occupations field.

**KNOWLEDGE OF:**

- Proper telephone and reception techniques and etiquette.
- Basic office practices and procedures, including correspondence, record keeping, telephone techniques, filing systems, and operation of common office equipment and computer hardware and software.
- Use of Microsoft Office and Google applications.
- Systems and procedures used for updating and maintaining a variety of records.
- Proper English usage, grammar, punctuation, vocabulary and spelling.
- Business mathematics.
- District policies and procedures.

**ABILITY TO:**

- Project a positive, professional image by phone and in person.
- Operate a multi-line telephone console and manage multiple calls efficiently.
- Make accurate decisions and use sound judgement within the framework of policies, procedures, and guidelines.
- Maintain a high level of integrity and discretion in communicating with colleagues and the public; recognize information that should be handled as confidential.
- Interact with the public, staff and administration in a professional manner.
- Deal effectively with upset callers or visitors.
- Understand and carry out oral and written directions.
- File alphabetically, numerically and chronologically.
- Keyboard at a speed of 45 WPM.
- Perform clerical work with speed and accuracy.
- Learn, interpret, and communicate department rules, regulations, and policies.
- Communicate effectively both orally and in writing.
- Make arithmetical calculations using a calculator.
- Meet schedules and timelines.
- Observe health and safety regulations.
- Meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.

**PHYSICAL REQUIREMENTS:**

- Vision sufficient to read hand-written and fine print materials.
- Hearing sufficient to hear conversation in person and on the telephone.
- Speech sufficient to speak in an understandable voice.

- Physical stamina to sit for extended periods of time.
- Manual dexterity and coordination sufficient to operate a computer keyboard, copier and related office equipment.
- Mobility to move from desk to cabinets and files within the departments.
- Physical stamina to stand, reach, lift, kneel, squat, bend and grasp in order to file and retrieve materials.

**OTHER REQUIREMENTS (PRIOR TO EMPLOYMENT):**

- Must successfully pass the District's pre-employment Department of Justice fingerprint clearance.
- Must successfully pass the District's pre-employment tuberculosis testing.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in the position. Incumbents may be required to perform other job-related tasks other than those specifically presented in the description. Reasonable accommodations may be made to enable individuals with disability to perform the above-stated essential functions. The selected employee may be required to perform other job-related tasks.

**EQUAL OPPORTUNITY EMPLOYER**

SMUHSD is an equal opportunity employer in compliance with the Americans with Disabilities Act and all other applicable Federal, State, and Local regulations.

[SMUHSD Diverse Workplace Profile](#)

**SMUHSD Equity Vision**

Vision: All students will learn in a safe, inclusive and equitable environment that validates, respects and honors their unique backgrounds, interests and identities.

Mission: We will continually identify, disrupt and eliminate institutional biases and barriers to ensure that all students have the skills and knowledge to thrive physically, emotionally, and academically.

**DISASTER SERVICE WORKERS:**

All San Mateo Union High School District employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.