



# Irvine Unified School District

## CLERK II

### RECEPTIONIST - MAIL CLERK

#### DEFINITION:

Under general supervision, to serve as receptionist, telephone switchboard operator, and mail clerk. To perform routine clerical tasks.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Operates a central switchboard.
- Receives and greets office callers and refers them to proper persons and offices.
- Sorts and distributes incoming mail.
- Takes and transmits messages.
- Places, receives and completes long distance calls.
- Performs assigned clerical tasks such as filing, typing, preparing forms, assembling and distributing materials when not engaged in switchboard operations.
- Gives routine information in response to inquires.
- Operates a variety of office machines, including postage scale, postage meter, copier, typewriter, adding machines and computer terminal.
- Maintains adequate supplies for assigned area.

#### QUALIFICATIONS GUIDE

##### Knowledge of

- The operation of a multiple telephone switchboard.
- Standard office procedure.
- Correct English usage, spelling, grammar and punctuation.

##### Ability to:

##### Emphasis

- Handle a variety of telephone calls with tact, diplomacy and discretion.
- Receive and give information over the telephone or in person in a courteous manner.
- Operate the switchboard at a central facility.
- Perform a variety of clerical work involving use of independent judgment and requiring accuracy and speed.

##### Additional skills needed

- Understand and carry out oral and written directions.
- Maintain cooperative working relationships with those contacted in the course of work.
- Must type 45 words per minute.

##### Training and Experience:

Equivalent to the completion of the twelfth grade. Some previous clerical experience preferred, or any combination of training and experience that could likely provide the desired knowledge and abilities.

##### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee frequently is required to stand, sit, and reach with hands and arms. The employee is occasionally required to walk and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

[Return to top](#)

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