

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

SUBSTITUTE CLASSIFIED POSITION

JCN: 9871
NON-EXEMPT

SUBSTITUTE RECEPTIONIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, greet and assist students, parents, personnel, vendors and visitors; check in visitors and issue badges according to established security procedures; operate a central multi-line telephone system to receive and route calls; perform a variety of routine clerical and administrative support duties in an on-call or substitute capacity.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Answer telephones, provide publicly available or authorized information, record messages and direct callers to appropriate personnel using a multiline telephone system.
- Check in and direct visitors to appropriate department and/or meeting room.
- Contact office personnel regarding vendor delivery of materials and/or equipment.
- Identify and report safety and security risks to appropriate personnel.
- Maintain confidentiality of information in accordance with established policies and legal requirements.
- Perform general clerical duties.
- Interface with the general public, and the breadth of familiarity required of the functions of county office departments or departmental operations, procedures, services, and programs.
- Receive, sort and distribute mail as assigned; prepare and distribute informational packets and bulk mailings as directed.
- Respond to a variety of inquiries and provide general information to county office personnel, students, parents and the general public; communicate with other departments and outside organizations to exchange information including governmental agencies, non-profits and corporate entities.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Perform related duties as assigned.

KNOWLEDGE OF:

- Basic record-keeping and filing techniques.
- County office organization, operations, policies and objectives.
- Modern office practices, procedures and equipment.
- Operation of standard office equipment including a computer.

- Oral and written communication skills.
- Organizational departments, functions and key personnel.
- Telephone techniques and etiquette.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Answer telephones and greet the public courteously.
- Complete work with many interruptions.
- Keyboarding at an acceptable rate to complete reports and correspondence required by the position.
- Maintain records and prepare reports.
- Perform routine clerical duties such as filing, typing, duplicating and maintaining routine records.
- Understand and follow oral and written directions
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High school diploma, General Education Degree (GED) or State High School Proficiency certificate.

EXPERIENCE:

- One year of clerical experience involving direct interaction with the public and including communications.
- Read, speak, translate and/or write in a designated second language preferred.

WORKING CONDITIONS:

ENVIRONMENT:

- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.

- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective:07/01/2026