

JOB DESCRIPTION

Job Title: *Human Resources Receptionist/Assistant (9779)*

Job Summary:

The job of Receptionist-Human Resources is done for the purpose/s of greeting callers and visitors to the Tulare County Office of Education (TCOE) administrative offices and conference center and to support the human resources department with the recording of employee data and the maintenance of employee records, data bases and personnel files.

Essential Functions:

- Greets individuals for the purpose of directing them to the appropriate department, individual, or meeting room.
- Answers/operates the telephone system at the county office reception desk for the purpose of greeting callers and directing them to the appropriate individual.
- Provides general information about the county office such as the location of departments or offices, employees within the organization, or services provided.
- Receives/disseminates telephone messages for the purpose of providing information to, or requesting information from TCOE staff members.
- Assists Human Resources staff for the purpose of providing a variety of general clerical support.
- Schedules/maintains room reservation schedules for TCOE and Doe Avenue building meeting rooms for the purpose of ensuring that reservations made by individuals are accurately documented and facilities are prepared per their instructions.
- Accepts payments for various TCOE events/activities, maintains an inventory of tickets, maintains accounting of money collected, and prepares deposits.
- Inputs and maintains human resources records such as employee calendars, professional development and licensure, TB status.
- Performs large document merge operations for the purpose of mailing individualized notices to employee groups such as annual notifications and reasonable assurance.
- Assists with the scheduling and the administration of pre-employment assessment examinations.
- Compiles forms and packets for a variety of uses such as new hires, orientation and personal files.
- Files and maintains personnel files both in paper and electronic formats
- Performs related clerical duties as assigned.

Skills, Knowledge and/or Abilities:

▶ **Skills to:**

- Provide exceptional customer service;
- Accurately receive payments and record receipts for payments;
- Use a personal computer;
- Operate a telephone console;
- Type 45 words per minute with accuracy,

▶ **Knowledge of:**

- Proper telephone etiquette;
- Computer use and software programs;
- Modern office practices, procedures and records management;
- Proper English usage, grammar, punctuation and spelling;
- Principles and processes for providing quality customer service;
- Paper, electronic and virtual filing systems.

▶ **Ability to:**

- Provide accurate information to staff and the public in a professional and courteous manner;
- Learn and apply TCOE and human resources policies and procedures;
- Understand and carry out oral and written instructions.
- Use computers and technology to enter data, update and create correspondence, retrieve information, use electronic calendars, store and retrieve documents and other work processing, spreadsheet and data base applications.
- Perform clerical work using independent judgement, initiative and required accuracy, speed and attention to detail
- Maintain cooperative relationships with those contacted in the course of work
- Communicate, effective by telephone, email and in person with individuals and groups of varying educational and socioeconomic backgrounds;
- Organize work, establish priorities and remain flexible to changes in the workload and deadlines.

Responsibilities include: working under standardized instructions and/or routines; providing information and/or advising other persons; and operating within a defined budget and/or financial guidelines. There is an opportunity to impact the organization's services. The usual and customary methods of performing the job's functions requires the following physical demands: some lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; and significant fine finger dexterity.

Experience Required:

- Two years of reception/clerical experience is required.

Education Required:

- High school diploma or equivalent.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

- Valid California Driver's License and proof of automobile insurance.
- Department of Justice and FBI Fingerprint Response.

FLSA Status: Non-Exempt

July 2017

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace.

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.