

# MONTEREY COUNTY OFFICE OF EDUCATION

## Receptionist/Human Resources Assistant

**Classification:** Classified  
**Salary Level:** 33.5

### **DEFINITION:**

Under the direction of the Director II – Human Resources, greets callers and visitors to the Monterey County Office of Education (MCOE) building; and provides clerical support and assistance to the Human Resources Department.

### **SUPERVISOR:**

Director II – Human Resources

### **POSITIONS SUPERVISED:**

None

### **QUALIFICATION REQUIREMENTS:**

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**MAJOR DUTIES AND RESPONSIBILITIES:** The following is a list of duties that is representative of the position that includes but is not limited to:

- 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 MCOE staff members
- Assists the Human Resources Department for the purpose of providing a variety of general clerical support
- Provides support in the absence of other Human Resources staff as assigned
- Complies with Monterey County Office of Education Board Policies, Superintendent and Administrative Regulations
- Perform related duties as assigned

### **PHYSICAL AND MENTAL CHARACTERISTICS:**

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district), drive an automobile, and respond to emergency situations; physical strength sufficient to lift 25 pounds; physical stamina sufficient to sit, stand or walk for prolonged periods of time; physical tolerance to be exposed to dust pollen specific agents/chemicals, cleansers, foul smells; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

## **REQUIRED QUALIFICATIONS:**

### **Education and Experience:**

- Any combination of education equivalent to a high school diploma
- Any combination of post-secondary education, training and experience equal to one year of general clerical experience.

### **Knowledge of:**

- Modern office procedures and practices, including filing systems, reception and telephone techniques and letter and reporting writing techniques
- Computer application software that includes word processing, database and spreadsheets, and personal communication data devices
- Standard arithmetic and basic business English, spelling, grammar, and punctuation
- Operating manual and automated office equipment, including a personal computer
- Spreadsheet and word processing software programs to maintain records and reports

### **Skills and Abilities:**

- Establish and maintain cooperative relationships with those contacted within the course of work
- Communicate effectively in the English language, both orally and in writing
- Understand and follow both oral and written instructions
- Plan, formulate and execute clerical procedures and directives, in accordance with assigned duties
- Utilize and apply the technology of word processing, database, and spreadsheet applications
- Use an alpha/numeric keyboard and standard office equipment effectively with a reasonable rate of speed and accuracy to successfully complete assignments
- Maintain accurate and neat records and reports
- Work as a team member
- Handle information in a discreet and confidential manner

### **Desirable Qualifications:**

- Bilingual in English and Spanish

### **Licenses And Certifications:**

- Possession of an appropriate, valid California Driver's License, and evidence of insurability

### **Available Pay Stipends:**

- There is a 5% pay differential for bilingual and bi-literate proficiency in a second language, including Spanish, sign language, and Braille, as certified by MCOE.