

**Mountain Home Public Schools  
Clerical Aide - Receptionist  
Job Description**

Exempt: Classified Staff  
Department: TBD  
Reports To: Building Administrator

**1 Summary**

Answer all incoming phone calls and greet walk-in visitors. Assists other school personnel as needed.

**2 ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answer phone, take message or direct all incoming phone calls in a professional manner.
2. Greet walk-in visitors and clients.
3. Check students in and out of school and assist attendance clerk as needed for accuracy in records.
4. File and prepare documents for scanning.
5. Receive and send faxes/mail.
6. Code shipping, printing and telephone invoices for reimbursable accounting.
7. Data entry for reports and documents.
8. Fill in for RN as approved by RN and State law.
9. Oversee the work of students who work in the office.
10. Perform any other related duties as required or assigned.
11. Other duties as assigned.

**3 QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**3.1 EDUCATION AND EXPERIENCE**

High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 12 to 18 months related experience and/or training. Or equivalent combination of education and experience.

**4 RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

None.

**5 SUPERVISORY RESPONSIBILITIES**

None.

#### COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

#### MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

#### CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

#### SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

#### PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

#### DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

#### MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

#### ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

## USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (computer and software, road and production machines and equipment, etc.)

## ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

## PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS Not indicated. PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS Not indicated.

## SOFTWARE SKILLS REQUIRED

Basic: 10-Key, Alphanumeric Data Entry, Contact Management, Typing, Knowledge of Relevant Software Applications Including MS Office and the Google Apps Suite (Docs, Sheets, Forms, etc.), Proficient in Use of Email and Internet, Hands-on Experience with Office Equipment (i. e. Fax Machines, Copiers, Phone Systems, and Printers)

## ADDITIONAL INFORMATION

Mountain Home Public Schools is committed to having an academic and work environment in which all students and employees are treated with respect and dignity. Harassment of any type will not be tolerated. All employees will follow all State and Federal laws including, but not limited to, HIPAA and FERPA laws.

## PHYSICAL ACTIVITIES

The following physical activities 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 and expectations. While performing the functions of this job, the employee is

continuously required to talk or hear; regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms; frequently required to stand; and occasionally required to walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

#### ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing 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.

Edited: May 22, 2018/LG