

**OAKDALE IRRIGATION DISTRICT
JOB DESCRIPTION
RECEPTIONIST/CLERK TYPIST/FILE CLERK**

Primary Function

Under direction of the Administrative Assistant to the General Manager, performs responsible and confidential work. Performs receptionist work, answers telephone, directs calls to appropriate staff, prepares correspondence, maintains files, provides customer service and information, assembles Board materials and handles special projects as assigned.

Essential Duties and Responsibilities

1. Answer telephone and route calls and questions to appropriate office staff
2. Open and distribute incoming mail, and organize and post outgoing mail
3. Type correspondence, labels and other word-processing documents
4. File and maintain filing systems
5. Present an appropriate image for the organization and deal competently with the people and problems encountered
6. Receive visitors and callers to the District office; determine the nature of their business and direct callers or visitor to the appropriate destination within or outside the organization. Record name of visitor or caller, time of call, nature of business, and person called upon.

Qualification Requirements

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

Distinguishing Characteristics

The incumbent in this position is usually the first contact by a customer, vendor or any other non-staff person when entering the organization's office. As such, it is important that this person be able to deal effectively, calmly and professionally while using good

judgment and making sound decisions relative to the disposition of each visitor. It is equally important that this person have a professional telephone demeanor and exercise good judgment and maintain confidentiality when routing calls or distributing information.

Education and Experience

Completion of High School – any combination of specialized training, experience and education that is likely to provide the required knowledge and abilities that is acceptable for employment. A minimum of two (2) years experience in typing, answering telephones and/or customer service and general office practices.

Knowledge of

Modern office practices, methods and procedures, filing systems and procedures, telephone answering techniques and functions, computer system operation and software, use of copier and other standard office equipment and their operations.

General Abilities

1. Ability to type and write business letters, reports or office memoranda using computer and word-processing software
2. Ability to work methodically, accurately and neatly and with constant interruptions
3. Type accurately at a minimum rate of 45 WPM
4. Sort and distribute incoming mail to areas and staff within the organization and dispatch outgoing mail
5. Operate a range of office machines such as photocopiers, computers and facsimile machines
6. File papers and documents in an organized and methodical manner so that they can be easily found when needed
7. Work within a team situation with professionals and other staff
8. Employ good judgment and make sound decisions in accordance with established procedures and policies.
9. Ability to maintain a calm demeanor
10. Ability to maintain confidentiality

Language Skills

Ability to read and use correct English usage, spelling, grammar and punctuation. Ability to respond to common inquiries or complaints from customers or visitors to the Oakdale Irrigation District office. A written test may be required.

Tools and/or Equipment Used

Personal computer, keyboard, monitor, telephone, calculator, desk, pen, pencil, filing cabinet. Ability to proficiently use software that is on a Windows based platform utilizing Microsoft Word, Excel and Publisher. Ability to use the Internet and e-mail is also required.

Licensing

A valid drivers' license issued by the State of California, Department of Motor Vehicles is required.

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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to work in a well-lighted office environment with climatically controlled temperatures.

The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described herein 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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit at desk or workstation; the employee is frequently required to use hands and fingers to operate computer keyboard; the employee is occasionally required to reach forward with hands and arms; the employee is occasionally required to use hands and fingers to handle, grip, grasp objects; the employee is frequently required to talk over the telephone, radio, or in person; the employee is frequently required to hear conversations over telephone or by radio, in person or from groups of individuals.

Requires continuous use of normal to corrected normal hearing and vision.

Necessary Special Requirements

1. Provide two acceptable forms of identification for proof of citizenship
2. Pass a physical and chemical examination upon the offer of employment, but prior to the time of hire.

The essential duties and other contents of this job description, and the responsibilities, duties and requirements for acceptable performance have been explained to me and I understand them. I further understand that it is impossible to identify all the duties and expectations for the position and realize that my daily assignments may vary according to needs of the organization.

Employee Signature

Date

Supervisor Signature

Date