



Little Rock School District

JOB DESCRIPTION

Position Title: Switchboard Operator/Receptionist

Prepared Date: 10/21/2022

JOB GOAL:

Provides assistance to visitors and callers to the Little Rock School District. Serves as a goodwill ambassador and information source for parents and other patrons of the district.

TERMS OF EMPLOYMENT:

Twelve (12) month (245 days) contract, Pay 802 Range 03, plus benefits. NOTE: Precise placement within the salary range will be determined based upon education and experience. **FLSA: Non-Exempt**

QUALIFICATIONS:

1. Minimum of high school diploma; some college preferred.
2. Demonstrates positive public relations skills.
3. Evidence of ability to deal effectively with the public, both in person and on the telephone.
4. Ability to answer the telephone and to greet visitors with maturity and confidence.
5. Evidence of a strong commitment to quality desegregated education.
6. Ability to use computer programs (Microsoft Word and Excel).
7. Evidence of bilingual and oral proficiency in English and Spanish preferred.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position.

1. Operates multi-line telephone switchboard to relay incoming, outgoing and interoffice calls.
2. Answers questions or directs callers/visitors to the appropriate office for further assistance.
3. Welcomes visitors to the district administration building and refers them to the appropriate office for assistance.
4. Sorts mail/faxes and places in mailboxes.
5. Assists with special events such as receptions, meetings, etc.



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6. Performs general clerical duties.
7. Performs other duties as assigned.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty successfully. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Mental Functions, Physical Requirements, and Working Conditions:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, go up and down stairs, operate foot and hand controls, and use a telephone and write. Occasionally the employee must lift and/or move up to twenty (20) or more pounds. This position requires accurate perceiving of sound, near and far vision, depth perception, handling and working with educational materials and/or objects, and providing oral information. Must have the ability to work for the duration of the daily contracted time period, and to be physically present and at assigned work, with only infrequent unexcused absences, during the contract year. Additional technical skills, knowledge, and abilities may be recommended by immediate supervisor and approved by the Human Resources Director.