



Job Description

Title: Customer Relations Specialist

Starting Wage: \$12.00/hour

Department: Administration

JOB SUMMARY:

Under the supervision of the Executive Assistant, serves as front-line receptionist. This position is responsible for providing clerical support to administration, handling paperwork, completing registrations and reservations and assisting all departments with administrative needs. This is a part-time position without benefits, approximately 20-29 hours a week.

ESSENTIAL JOB FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Answers telephone, directs calls, takes messages and acts as front-line receptionist
- Provides clerical support for the Executive Assistant and members of the Supervisor team
- Communicate with customers, employees and other individuals to answer questions, disseminate or explain information, take orders and address complaints to the proper department, file Work Service Requests with the maintenance department as needed
- Compile, copy, sort and file records of office activities, business transactions and other activities.
- Operate office machines, such as; photocopiers, scanners, facsimile machines, voicemail systems and computers
- Maintain and update filing, inventory, and database systems (either manually or using a computer)
- Manage calendars and schedules
- Deliver messages
- Perform clerical duties related to all aspects of the District.

REQUIRED KNOWLEDGE AND SKILLS:

- Excellent communication skills and organizational skills
- Must be able to multi task at a high efficiency
- Ability to establish and maintain good inter-personal relationships with parents, children, staff and the community
- Detail-oriented and proficient in maintaining accurate records
- Ability to follow directions
- Skill in establishing priorities and managing workload
- Skill in reading, understanding, interpreting, and applying relevant laws, codes and regulations

Customer Relations Specialist *Approved June 2015*

This job description is intended to describe the general nature of the work, it is not all inclusive. All responsibilities are considered to be essential functions of the job. The District reserves the right to modify job descriptions as it deems necessary for proper business objectives



- Strong computer skills, able to work multiple computer programs

EDUCATION, CERTIFICATIONS AND LICENSES:

- One (1) year of administrative experience
- High School Diploma/ G.E.D. required
- A valid State of California class 'C' driver's license

ENVIRONMENTAL FACTORS AND CONDITIONS/PHYSICAL REQUIREMENTS: *The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.*

- May be required to lift and carry items up to 40 pounds
- Ability to sit at a desk for extended periods of time
- Must be able to stand, walk, see hear and communicate with the sufficient acuity to successfully perform all aspects of the job
- Perform simple grasping and fine manipulation, dexterity and frequent handling of papers
- There will be some bending, kneeling and overhead reaching
- Ability to use telephone and write or use keyboard to communicate through written means

ADDITIONAL INFORMATION:

Reports To: Executive Assistant

Direct Reports: N/A

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