Seasonal Job Description

22nd District Agricultural Association



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|  **Non-Testing Classification Title / Code**: 1120 |
| **Working Title**: Receptionist |
| **Department**: Administration |  **Reports To**: Office Manager |
|  **Location**: [x] On Site [ ]  Hybrid [ ] Remote |  **Time Base**: [x]  Seasonal |

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| Position Description Under the general direction of the Office Manager, the Receptionist performs general clerical duties while providing excellent customer service and positive experiences to employees and visitors. |

 Essential Job Functions

Employee must be able to perform the following functions with or without reasonable accommodation. Consideration of reasonable accommodation for qualified individuals with disability may be made, provided that doing so does not impose an undue hardship.

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| 65% | Customer Service* Provides excellent customer service, in-person, via phone and email by answering questions and inquiries from the public using professional telephone etiquette and effectively articulate information.
* Greets visitors, verifies the purpose of their visit, and maintains lobby security.
* Operates a multiple phone line system.
* Displays a friendly, courteous, and professional attitude in all dealings with all visitors and employees.
* Maintains the reception and lobby area keeping it organized, stocked and clean.
* Utilizes the District’s websites to communicate up-to-date information.
* Responds to inquiries from the information lines/emails and directs each to the appropriate person for response.
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| 20% | General Office Support* Operates a variety of office equipment including a computer, copier, scanner, telephone, and various computer applications.
* Receives, sorts, distributes, and processes incoming and outgoing mail and packages as needed.
* Submits requests for office services (including work orders, supply forms, and other department forms).
* Assists team members with various other projects that can be accomplished from the reception area.
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| 10% | Clerical Support Tasks* Maintains inventory of office supplies when needed.
* Helps with the distribution of paychecks to employees.
* Assists with special requests during the San Diego County Fair and large events, such as processing and tracking non-profit donation requests; complimentary ticket and parking requests; etc.
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 Marginal Job Functions

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| 5% | Other Tasks* Assists with decorating the Administration Building for the San Diego County Fair and for the Fourth of July.
* Performs other related duties as assigned or requested when needed.
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| **Typical Working Conditions** |
| Work is primarily performed in a standard office environment with artificial light and climate control. While performing this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk, use hands and fingers to operate standard office equipment, push and pull file drawers, and move bank boxes up to 25 pounds. At times, work activities can involve walking and standing on foot for long periods. Work activities also require the employee to read, write, and speak English at a level required for successful job performance. |
| **Attendance, Conduct, and Performance Expectations** |
| This position requires the incumbent to maintain acceptable, consistent, and regular attendance at the job site at such level as is determined at the District’s sole discretion; work cooperatively with the team members and others and meet performance expectations to enable the District to provide the highest level of service possible; communicate effectively (orally and in writing if both appropriate) in dealing with the public, employees, and others; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to District policies and procedures regarding attendance, leave, and conduct. Must be regularly available and willing to work the hours determined necessary or desirable to meet its business needs.  |

Duties of this position are subject to change and may be revised as needed or required.