

Vegas PBS – Workforce Training & Economic Development Receptionist/Customer Support - Bilingual

Position Details

Class Code: 4832

Job Family: Broadcast/Communications

Classification: Support Professional

Terms of Employment: Pay Grade 45 on the Support Professional Salary Schedule

FLSA STATUS: NON-EXEMPT

Position Summary

Under supervision of the Director of Workforce Training & Economic Development, provides clerical support requiring general knowledge of basic office systems and procedures, and responsible for providing callers with program information, supporting students with enrollment in Learning Management System, and maintaining security access for broadcast facilities.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Answers telephone inquiries from employees and the public, concerning departmental activities and operations; accepts, screens, and routes telephone calls; greets and directs visitors, as and when appropriate.

2. Researches and has knowledge of program schedules to answer department's student and client-company representative questions or refer callers and visitors to proper personnel in the department.
 3. Greets celebrities, elected officials, and other dignitaries involved in television production.
 4. Uses computer, mainframe applications, and Learning Management System (i.e., word processing, inquiry, data input, etc.) to obtain and enter data and operates a variety of office equipment (i.e., computer, printer, copier, switchboard, fax machine, microfilm machine, etc.).
 5. Types, proofreads, and translates a variety of documents, reports, and forms (i.e., correspondence, memoranda, tables, orders, or other information from rough draft and composes), as directed.
 6. Researches and compiles information, verifies accuracy, maintains data for various departmental reports and databases.
 7. Assist department by overseeing the computer/testing lab and may assist clients on the computer for login and password creation.
 8. Files correspondence, bulletins, reports, records, materials, and other documents according to appropriate departmental guidelines; may retrieve files upon request.
 9. Establishes, collects, organizes, and maintains data pertaining to assigned clerical tasks and composes departmental reports, as requested.
 10. Provides clerical support for the coordination and scheduling of conference rooms for department's external and internal meetings.
 11. May photocopy, sort, staple, and/or distribute documents, as requested.
 12. May type labels, envelopes, and/or routine forms; may open, sort, date stamp, and distribute incoming/outgoing correspondence.
 13. Processes, sorts, verifies accuracy of information, and files applications, purchase orders, payroll, student/personnel/financial records, requisitions, legal documents, etc., in accordance with established procedures.
 14. Maintains and updates computer system database to compile, store, and/or retrieve information to prepare various reports.
 15. Sorts and keeps accurate logs on outgoing and incoming documents, mail and packages, and prepares envelopes for mass mailings, as directed.
 16. Collects training fees and processes enrollments in the Learning Managements Systems.
 17. Conforms to safety standards, as prescribed.
 18. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Provides and performs a broad array of generalized administrative support functions, involving routine clerical duties, and requiring general knowledge of basic office systems and procedures.

Knowledge, Skills, and Abilities (Position Expectations)

1. Must embrace, actively support, and develop the corporate culture of teamwork, diversity and inclusion, integrity, excellence, and service.
2. Knowledge of basic record keeping/accounting practices; ability to perform routine mathematical computations.
3. Knowledge of basic Clark County School District work policies and guidelines; knowledge of departmental practices and procedures.
4. Ability to understand, explain, and apply written and oral instructions, practices and procedures in English and Spanish.
5. Ability to clearly communicate information, verbally and in writing in English and Spanish with knowledge of business English and spelling.
6. Ability to type.
7. Ability to prepare routine documents and compose business letters and memoranda.
8. Ability to operate basic office equipment (i.e., computer terminals, printers, copy machines, telephone systems, fax machines, etc.).
9. Ability to perform routine typing and basic computer operations (i.e., data entry, word processing, records retrieval, etc.).
10. Ability to access, operate, and maintain various software applications; ability to read, update, and maintain various records and files, ability to learn job specific computer software applications.
11. May require the ability to operate specialized communications or office equipment as specified by the assigned work area.
12. Ability to establish and maintain effective working relationships with District employees, students, parents/guardians, and the public.
13. Ability to work without direct supervision to carry out assignments to completion; ability to meet predetermined deadlines.
14. Ability to perform duties with a professional and cooperative work ethic; ability to maintain confidentiality.
15. Ability to work flexible hours or shifts as necessary for the efficient operation of the department.

16. Ability to do editorial checking for spelling, punctuation, and grammar.
 17. Ability to recognize and report hazards and apply safe work methods.
 18. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.).
2. Two (2) years clerical experience; or,
Official high school, college, or university transcript indicating coursework taken in each of the following areas: Computer Education (i.e., Keyboarding, Word Processing, Computer Applications, or equivalent), English (i.e., English Composition or equivalent), Mathematics (i.e., Algebra, Geometry, Trigonometry) and, one (1) or more course(s) in any business related subjects (i.e., Accounting, Finance, General Business, Business Law). Qualified candidates must have achieved a grade of B or better in each course.
3. Language Proficiency Test – demonstrated conversation proficiency in English and another language.

Licenses and Certifications

None Specified.

Preferred Qualifications

None Specified.

Document(s) Required at Time of Application

1. High school graduation or equivalent (i.e., GED, foreign equivalency, etc.).
 2. College transcript(s) from an accredited college or university, if applicable.
 3. Verification of successful completion of the Clark County School District administered Language Proficiency Test.
 4. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Vegas PBS, Clark County School District facilities – schools and department offices.

Work Environment

Strength

Sedentary/Medium - Exert force to 50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed materials and online, a Video Display Terminal (VDT) screen, and other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, telephones, calculators, copy machines, fax machines, telephones, filing cabinets/equipment, etc.

AA/EOE Statement

This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

Job Revision Information

- Revised: 02/22/22
- Created: 03/05/13