

CULVER CITY UNIFIED SCHOOL DISTRICT

CLASS TITLE: District Office Lobby Attendant

BASIC FUNCTION:

Under the direction of the Superintendent's office, receives monitors, analyzes, and responds to calls at the District office. Monitors surveillance camera, access control, and intrusion alarm systems. Greets all who come to the District office and directs them to the appropriate offices. Answers routine inquiries for the general public and assists them by providing directions to offices and persons from whom they may receive assistance. Takes messages and transmits them; sorts, collates and distributes materials; performs a variety of routine clerical functions; receives and reports routine correspondence.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Operates and monitors telephone and radio equipment to receive requests for assistance from site personnel and mobile units regarding criminal & District rule violations, and suspicious activities on district property.

Monitors the Security camera and access control systems located in District offices for intrusion alarm activity; inputs new data; updates existing data; makes reports on whether alarms are operating or malfunctioning; and submits requests for alarm service as needed.

Answers telephone inquiries, and inquiries in person. Able to respond to and report suspicious activities.

Determines the urgency of emergency calls and contacts other emergency response personnel such as other law enforcement agencies, fire departments, or medical units for support as needed.

Maintains logs of calls and visitors.

Coordinate parking and visitor parking.

Must be aware of all district offices, programs and sites.

Imparts and disseminates approved information to the public and District personnel.

Performs specialized and technical clerical work involving an analysis of a variety of materials.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization, operation, policies, and procedures of the School Security Department terminology and codes used by police and emergency personnel.

Use of a computer terminal for security alarm, access control and surveillance camera systems.

Geographic area and locations of schools and offices within the District Organizational hierarchy, key personnel, and respective responsibilities within the District Emergency procedures and safety practices implemented by the District.

Data retrieval from various database systems.

Correct English usage, spelling, punctuation, and grammar.

Standard office machines and equipment.

ABILITY TO:

Maintain a high level of professionalism. Deal tactfully with District employees and the public.

Perform multiple tasks, exercise sound judgment, and make quick decisions in emergency situations.

Remain calm and exercise sound judgment in emergency situations.

Exercise discretion in the handling of confidential information.

Maintain a high level of production and work at a fast pace.

Memorize and apply security radio codes and terminology.

Quickly and accurately extract, summarize, and relay pertinent information and make concise log entries.

Accurately retain and recollect detailed information and maintain detailed records from a variety of sources.

Communicate effectively, both orally and in writing.

Perform routine clerical work.

Establish and maintain cooperative working relationships.

Able to work independently.

EDUCATION AND EXPERIENCE:

Graduation from high school or evidence of equivalent educational proficiency, preferably.

Two years of clerical experience, customer service activities, preferably in a school district.

Experience with security systems and surveillance.

Proficient use of Microsoft Word and other office related software.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person, on the telephone and for two-way radio transmission.

Seeing to read a variety of materials. Sitting for extended periods of time.

Bending at the waist, kneeling or crouching to file and retrieve materials.

SPECIAL:

This job description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities.