



# Vegas PBS – Workforce Training and Economic Development Receptionist / Customer Support

## 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

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## Position Summary

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

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## Essential Duties and Responsibilities

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

1. Accepts, screens, and routes phone calls, greets/directs visitors, and addresses staff/public inquiries concerning departmental activities and operations, as appropriate.
2. Researches program schedules to answer students' and client/company representatives' questions, or refers callers and visitors to proper personnel.
3. Greets celebrities, elected officials, and other dignitaries involved in television production.

4. Operates office equipment (computer, printer, copier, switchboard, fax machine, microfilm machine, etc.); uses computer applications (LMS, word processing, inquiry, data input, etc.) to obtain and enter data.
5. Composes, types, proofreads, and translates documents (correspondence, memoranda, tables, orders, reports, forms, etc.), as directed.
6. Researches, compiles, and verifies information; maintains data for departmental reports and databases.
7. Oversees computer and testing lab; may assist clients with computer login and password creation.
8. Files correspondence, bulletins, reports, records, etc. per departmental guidelines; may retrieve files upon request.
9. Establishes, collects, organizes, and maintains data pertaining to assigned tasks; composes departmental reports, as requested.
10. Provides clerical support in coordinating and scheduling conference rooms for internal and external meetings.
11. May photocopy, sort, staple, and distribute documents, as requested.
12. May type labels, envelopes, and routine forms; may open, sort, date stamp, and distribute incoming and outgoing correspondence.
13. Processes, sorts, verifies, and files applications, purchase orders, payroll, student/personnel/financial records, requisitions, legal documents, etc., according to established procedures.
14. Maintains and updates computer system database; compiles, stores, and retrieves information to prepare reports.
15. Sorts and maintains accurate logs on incoming and outgoing documents, mail, and packages; prepares envelopes for mass mailings, as directed.
16. Collects training fees and processes enrollments in the LMS.
17. Conforms to safety standards, as prescribed.
18. Performs other tasks related to the position, as assigned.

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## **Distinguishing Characteristics**

Performs generalized administrative support functions involving routine clerical duties, requiring knowledge of basic office systems and procedures.

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## Knowledge, Skills, and Abilities (Position Expectations)

1. Embraces, supports, and develops a corporate culture of teamwork, diversity, integrity, inclusion, excellence, and service.
2. Knowledge of basic recordkeeping and accounting practices; ability to perform routine mathematical calculations.
3. Knowledge of Clark County School District (CCSD)/Vegas PBS policies, practices, and procedures.
4. Ability to understand, explain, and apply written/verbal instructions, practices, and procedures in English and Spanish.
5. Ability to clearly communicate verbal and written information in English and Spanish, with knowledge of business terminology and spelling.
6. Ability to prepare routine documents and compose business letters and memoranda.
7. Ability to operate basic office equipment (computers, printers, copiers, telephones, fax machines, etc.).
8. Ability to perform routine typing and computer operations (data entry, word processing, records retrieval, etc.).
9. Ability to access, learn, operate, and maintain job-specific software applications; ability to read, update, and maintain records and files.
10. May require the ability to operate specialized communications or office equipment as specified by the assigned work area.
11. Ability to establish and maintain effective working relationships with CCSD employees, students, parents/guardians, and the public.
12. Ability to independently carry out assignments to completion; ability to meet predetermined deadlines.
13. Ability to perform duties with a professional, cooperative work ethic; ability to maintain confidentiality.
14. Ability to work flexible hours or shifts necessary for efficient department operations.
15. Ability to perform editorial checking for spelling, punctuation, and grammar.
16. Ability to recognize and report hazards and apply safe work methods.
17. 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 (General Educational Development [GED], foreign equivalency, etc.).
2. Two (2) years' clerical experience; or, Official high school, college, or university transcripts 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 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.

## Licenses and Certifications

None specified.

## Preferred Qualifications

Bilingual.

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## Document(s) Required at Time of Application

1. High school transcripts or equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. Specific documented evidence of training and experience to satisfy qualifications.

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## Examples of Assigned Work Areas

Vegas PBS, CCSD facilities – schools and department offices.

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## Work Environment

### Strength

Sedentary/medium – exert force up to 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

## **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 maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal screens, or 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).

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## **Examples of Equipment/Supplies Used to Perform Tasks**

Computers, printers, telephones, calculators, copiers, fax machines, filing cabinets/equipment, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 01/08/26
- Created: 03/05/13