

Department: In all Civil Divisions

Classification: Competitive

Grade: 7

SPEC DISK F7

DOCUMENT 25

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for acting as a receptionist and performing clerical work. This clerical position requires a general understanding of office rules, procedures and policies as well as an ability to meet and direct the public. It calls for the exercise of independent judgment in the application of prescribed procedures and methods. The incumbent screens visitors to the agency, directing them to the appropriate unit and answering routine inquiries personally. The work is performed under general supervision with leeway for exercising independent judgement in handling a wide variety of requests at the receptionist desk. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: *(Illustrative only)*

Answers telephones and greets visitors to the agency, ascertains their business and directs them to the appropriate unit;

Gives out routine information based on agency policy in response to telephone and in-person inquiries;

Receives, opens and routes correspondence to appropriate unit within the agency;

Conducts routine correspondence on matters where policies and procedures are well defined;

May process, index, sort, record and file a variety of control records and reports;

May assist in the maintenance of personnel records and preparation of payrolls;

Operates copiers, computing, calculating and other office machines;

Pulls material from files, makes simple file searches;

Assists other personnel with various simple functions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; ability to understand and follow oral and written directions; ability to get along well with others; ability to write legibly; ability to meet and deal with the general public; clear pleasing voice and manner of speaking; clerical aptitude; mental alertness; neatness; accuracy; tact and courtesy; integrity; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from high school or possession of an equivalency diploma and one year of clerical experience; or

(b) Three years of clerical experience; or

(c) An equivalent combination of training and experience as defined by (a) and (b).

REVISED: 09/05/00