

Department: In all Civil Divisions
Classification: Competitive
Grade: 8

SPEC DISK F7
DOCUMENT 09

SENIOR RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for acting as a receptionist and performs clerical work. This moderately difficult clerical position requires a general understanding of specific law, 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 considerable responsibility required in handling a wide variety of requests at the reception desk. Supervision is exercised over a small number of clerical personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

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;
Assigns work, reviews and records work done and instructs new employees in specialized clerical work;
Receives, opens and routes correspondence to appropriate unit within the agency;
Reviews accounts, reports and other documents for completeness, accuracy and conformity with established procedure;
Conducts routine correspondence on matters where policies and procedures are well defined;
Reviews records and reports for clerical accuracy and completeness;
Oversees the processing, indexing, sorting, recording and filing a variety of control records and reports;
Is responsible for the maintenance of personnel records and preparation of payrolls;
Answers telephones and relieves regular employees at switchboard;
Operates photocopier, computing, calculating and other office machines;
Cuts and proofreads stencils.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; ability to understand and carry out 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 judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION:

Two years of full-time permanent competitive status in entrance level clerical positions in the Department.

OPEN COMPETITIVE: Either:

- (a) Graduation from high school or possession of an equivalency diploma and three (3) years of clerical experience, one (1) year of which must have involved some public contact; or
- (b) Five (5) years of clerical experience, two (2) years of which must have involved some public contact; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

