

Department: Social Services
Classification: Competitive
Grade: 8

SPEC DISK F2
DOCUMENT 47

SENIOR TYPIST/RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for acting as a receptionist and performs clerical work involving substantial part-time operation of a typewriter. This moderately difficult clerical and typing 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 and typing work;
Receives, opens and routes correspondence to appropriate unit within the agency;
Working from rough draft or from data personally developed, types accounting and financial statements, payrolls, statistical tabulations and data, form letters, memoranda, vouchers, reports, requisitions and other materials;
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;
Has charge of the typing of records and reports and reviews for clerical accuracy and completeness;
Oversees and participates in the typing, processing, indexing, sorting, recording and filing a variety of control records and reports;
Is responsible for the maintenance of personnel records and preparation and typing of payrolls;
Answers telephones and relieves regular employees at switchboard;
Occasionally operates addressograph, mimeograph, 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 type accurately at a satisfactory rate of speed; 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: Either:

- (a) Graduation from high school or possession of an equivalency diploma and three (3) years of clerical experience involving typing, one (1) year of which must have involved some public contact; or
- (b) Five (5) years of clerical experience involving typing, 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).

Amended 10/16/1995