

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: This is routine clerical work involving responsibility for prompt, accurate and courteous operation of a telephone switchboard or other telephone system, as well as receiving, greeting and directing visitors. Additional responsibilities may include monitoring security devices, assisting with office machine upkeep, and general clerical duties. Work is performed under general supervision. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives visitors and telephone inquiries, and refers or directs them to the proper person or office;
Provides answers to routine questions and/or provides routine information to the public, in person or by telephone;
Provides applications, forms, etc. and answers routine questions for completing them;
Maintains records or logs of calls and visitors received;
Maintains a variety of business office machines such as postage meters, copying machines and fax machines, and fills office machines as appropriate with paper, toner, etc.
Contacts appropriate vendor for office machine repair as necessary;
Performs general clerical duties such as preparing mailings, sorting, filing or indexing materials alphabetically or numerically;
Instructs new employees in the operation of switchboard;
May be assigned to maintain records or logs of postage or mailings;
May be assigned to open, sort and distribute mail;
May perform light typing duties;
May be assigned to maintain inventory of office forms and supplies;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the operation of a telephone switchboard; working knowledge of office terminology; procedures and equipment; ability to respond appropriately and courteously to public inquiries and complaints in person and on telephone; ability to deal effectively with the public; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships; ability to communicate effectively, both orally and in writing; neat appearance; tact, courtesy; good judgment.

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MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma; or
- b) Two (2) years office experience.