

## **RECEPTIONIST**

**DISTINGUISHING FEATURES OF THE CLASS:** These duties involve responsibility for screening incoming requests for information and providing the necessary answers or directing the requests to the proper staff member. The work is performed under the general supervision of administrators and in accordance with established policies. Some leeway is permitted for the exercise of independent judgment in carrying out the duties of this position. The incumbent does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Receives visitors or answers telephone calls and provides requested information or provides directions to visitors;
- Screens and directs calls, accepts and refers messages, and distributes informational pamphlets and literature to visitors;
- Maintains a variety of simple records and reports;
- Operates a telephone switchboard, receiving, and placing long distance calls for staff;
- Types checks, purchase orders, and reports;
- Performs routine clerical work;
- May operate simple office machines;
- May substitute for other clerical staff during lunch breaks and in the event of illness or other absence;
- Operates a computer and/or word processor and peripheral equipment pertinent in recording data.

### **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 deal courteously and effectively with the public both in person and on the telephone; ability to type at an acceptable rate of speed; ability to secure the cooperation of others; initiative; resourcefulness; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND six months of experience as a receptionist or in clerical work involving contact with the public.

Competitive Class

Established 10/21/86 CSC action

Revised 06/24/2008