

RECEPTIONISTS

established 12/15/99

DISTINGUISHING FEATURES OF THE CLASS: The duties of the position involve the operation of a telephone desk-top console or switchboard, referral of visitors, and answering routine requests for information. Additionally, the incumbent performs routine clerical and keyboarding assignments as necessary. Relief receptionists whose major work is in another field are allocated to other clerical classes. The work is performed in accordance with a prescribed routine outlined by a supervisor. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Operates a switchboard or phone console to answer telephone calls and make station connections;
- Provides general information such as office hours, agency services, phone numbers and directions to callers;
- Maintains a current record of changes on office phone numbers and personnel;
- Gives out information, directs the public, and makes appropriate referrals to agency staff;
- Maintains and may type various kinds of routine records and reports;
- Reports telephone lines which are out of order;
- Sorts and indexes cards, forms, letters, and other simple office materials.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; skill in the operation of a switchboard or telephone console; ability to understand and follow simple oral and written directions; ability to communicate using well-structured sentences; ability to maintain routine records and reports; clerical aptitude; tact and courtesy; physical condition commensurate with the duties of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma (GED) and six (6) months of clerical experience in an office setting.