

RECEPTIONIST (SPANISH-SPEAKING)*

DISTINGUISHING FEATURES OF THE CLASS: This is work involving responsibility for answering phones, greeting and directing visitors or clients, providing routine information, making appointments for staff members, scheduling clients for delivery of program services or participation in program activities, etc. General clerical work may be performed in accordance with prescribed routine. The work is distinguished from that of a Receptionist in that this position requires the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Notes. The work is performed under the general supervision of a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Handles visitors and telephone inquiries and directs them to the appropriate personnel;
Fills requests for applications, forms, etc., and answers routine questions for completing them;
Performs typing duties of a varied nature;
Provides answers to routine questions from visitors or telephone callers concerning departmental or office matters;
Schedules and coordinates meetings and appointments;
Prepares documents, authorizations, forms and other related paperwork;
Prepares and maintains a variety of records and reports;
Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments;
May receive, sort and distribute mail and packages;
May prepare, sort or index materials alphabetically or numerically;
May maintain, monitor and distribute office forms and supplies;
May operate a multi-line telephone;
May receive payments and issue receipts.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of correct English usage; good knowledge of procedures for handling public inquiries and complaints, in person and on the telephone; working knowledge of office terminology, practices and equipment; ability to possess good customer service skills; ability to get along well with others; ability to read, speak and understand colloquial Spanish; ability to type accurately and at a rate of speed satisfactory to the appointing authority, if required**; ability to learn and understand office procedures, practices and policies, and to respond to inquiries regarding same**; ability to keep simple records and prepare routine reports; ability to use computer software in the completion of assignments**.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of work experience, one (1) year of which must have involved public contact*** as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience).

NOTES:

1. Office clerical work or work involving public contact*** as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience) may be substituted for education on a year-for-year basis.
2. One (1) year of work experience as a Receptionist may be deemed fully qualifying.
3. Incumbents are expected to possess Level I proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to satisfy routine social demands and limited work requirements. Can handle most social situations, including introductions and casual conversations about current events, as well as work, family and autobiographical information. Can provide instructions on routine, concrete matters. Can translate routine correspondence and documents with the aid of a dictionary and/or grammar book. Can get gist of most conversations on non-technical subjects and has a speaking vocabulary sufficient to respond simply with some circumlocutions. Accent, though faulty, is intelligible. Can read with general accuracy news items on non-technical topics and general correspondence.

(over)

*Positions titled Receptionist-Typist (Spanish-Speaking) have been re-titled to Receptionist (Spanish-Speaking).

**To be demonstrated during the probationary period.

***Public contact shall be defined as direct contact (e.g., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering, disseminating or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.