

RECEPTIONIST*

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 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;
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 with others; 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 paid 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. Paid office clerical work experience or paid work experience 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 paid work experience as a Receptionist may be deemed fully qualifying.

*Positions titled Receptionist-Typist have been re-titled to Receptionist.

(over)

**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.