

## **RECEPTIONIST**

**DISTINGUISHING FEATURES OF THE CLASS:** Incumbents in this class perform routine clerical tasks relating to greeting the public in a school, department or office. The work is routine in nature and requires good knowledge of the policies, functions and procedures of a department, school district or office. Work also involves the prompt greeting of visitors and/or clients, ascertaining their needs and coordinating with appropriate staff members who are best able to address their concerns. Work may involve related clerical tasks such as screening telephone calls, pulling appropriate files, completing simple referral applications and maintaining registers of names and addresses of visitors passing through the reception area. The work is performed under the general supervision of a higher-ranking employee.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Receives callers to ascertain their business and refer them to the appropriate person, department or location;
- Records telephone calls and insures that messages are given to the correct party;
- Provides general information to the public on routine matters;
- Depending on location, may:
  - record time of all staff entering and leaving the office;
  - record staff whereabouts when absent from the office;
  - accept or collect forms or applications;
  - enter applications on computer and prepare files for same;
  - open, sort and distribute mail;
  - place long distance calls and record such calls in long distance register to be compared with monthly phone billing;
  - prepare letters and packages for overnight mailing and arrange for pick-up;
  - record and copy all incoming checks in check register, following up with accounting;
- Maintains a sign-in register of visitors;
- Maintains files and prepares reports as required;
- Pulls material from files and makes simple file searches;
- Performs copying and collecting tasks related to receptionist duties;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of personal computers, office terminology, procedures and equipment;
- Working knowledge of computer software applications (i.e., Microsoft Office Suite);
- Ability to understand and follow oral and written instructions;

- Ability to meet and communicate effectively with the public and others either in person or on the phone;
- Ability to write legibly;
- Ability to handle a high volume of calls and visitors simultaneously;
- Clerical aptitude;
- Good judgment;
- Mental alertness;
- Tact and courtesy;
- Neat personal appearance;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and three (3) years\* of satisfactory full-time paid experience in an office environment.

**SUBSTITUTION:**

Satisfactory completion of 30 credits\* or one year of post high school experience at a college or business school may be substituted for one year of the required experience.