

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for performance routine clerical work and office functions related to the operation of a multiple phone line telephone console, including answering multiple phone lines, transferring calls to extension connections and greeting the public. Incumbents screen all incoming requests for information either in person or by telephone and by giving routine information, or directing requests to proper staff members. Additionally, employees in this class perform related clerical tasks such as, taking messages, sending and receiving faxes, pulling appropriate files, and maintaining lists of names and addresses of persons who have passed through the reception area on a particular day. The work is performed in accordance with a prescribed routine outlined by an administrative level supervisor. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Greets and receives visitors, directs them to desired office or location, provides

requested information or makes appropriate referrals to staff members of the assigned department;

Answers telephone calls at reception desk, makes transfer connections to appropriate offices and takes messages;

Provides information to the general public;

Pulls materials from files and makes file searches in answer to telephone or visitor requests;

Answers intercom calls from staff members;

Performs reproduction and collating duties of materials and documents;

Sends, receives and logs faxes, maintains simple account records concerning matters referred to the office where the position is assigned;

Maintains pamphlets, brochures and related materials for visitors;

May substitute for other clerical staff members during absences, lunch breaks and in the event of illness.

Reports out of order telephone lines to a specified repair coordinator;

May perform general clerical duties when required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures and equipment and
business English;

Skill in the operation of a multiple phone line telephone;

Ability to deal courteously with the public both in person and on the telephone;

Ability to understand and follow simple oral and written directions;

Ability to greet visitors in a pleasing manner and provide requested information;

Ability to refer visitors to appropriate staff member after ascertaining their needs;

Ability to operate fax and copy machines;

Ability to hear well and speak distinctly;

Ability to operate simple office and calculating equipment;

Ability to write legibly;

Willingness to be confined to a work station for a prolonged period;

Tact;

Courtesy;

Clerical aptitude.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.