

RECEPTIONIST

Distinguishing Features of the Class: This is public contact work involving responsibility for directing persons and telephone callers to the proper employee of the agency. The work also involves a variety of clerical tasks. The incumbent does related work as required.

Typical Work Activities:

- Greets all callers and directs them to proper party.
- Operates a department switchboard.
- Keeps records of long distance calls and tolls, refers calls.
- Processes and sorts mail – both incoming and outgoing.
- Maintains simple files and on a schedule in use of conference rooms.
- Assists in the performance of a wide variety of clerical tasks.

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:

- Working knowledge of office terminology, procedures and equipment.
- Ability to learn simple switchboard operation.
- Ability to meet the public cordially.
- Ability to learn the functions and organization of the department to which assigned.
- Ability to understand and follow oral and written instructions.
- Dependability
- Initiative
- Resourcefulness
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: EITHER:

(A) Graduation from high school or possession of a high school equivalency diploma.

(B) Two years of clerical experience.

01/01/88

06/30/93

05/08/97