

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS:

This position is the initial and primary contact person for callers or visitors. The incumbent assists individuals by providing basic information about programs and procedures, by referring the individual to the appropriate personnel, and by assisting with the distribution and completion of forms and applications needed for servicing by the department. In addition, the incumbent performs a wide range of clerical support activities including skilled keyboarding for the department, as time and structure allows. The position differs from Office Assistant or Program Assistant in that its primary focus is to assist and serve the public and other outside callers, rather than serving a specific program or administrator. The position is expected to exercise considerable judgment in how to best ascertain and meet the needs of callers in a courteous and efficient manner. Other clerical support work tends to be under more direct supervision, performed in accordance with well-established guidelines and procedures. Incumbents do not generally supervise other employees, although they may be responsible for directing the work of employees assigned to cover the station in the employee's absence.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed that could reasonably be expected to be performed by an employee in this title.

1. Provides visitors and callers with basic information concerning programs and services offered by the municipality or department; refers to appropriate personnel for more in-depth information or service;
2. Assists visitors by distributing information packages, forms and applications, assisting with completion when appropriate;
3. Collects fees, issues receipts and keeps totals of monies collected;
4. Schedules and confirms appointments and maintains appointment books or logs;
5. Keeps track of staff location or availability; takes detailed messages; contacts staff by radio or pager;
6. Sorts, time stamps and distributes mail to appropriate staff; logs forms or applications to assist in tracking of information;
7. Enters information in the computer and retrieves, as necessary, by name, number, etc.; runs a variety of printouts as required; performs skilled keyboarding to produce letters, memos, forms, etc.;
8. Performs a variety of clerical support duties relating to the needs of the municipality or department, including filing, photocopying, faxing, maintaining office supplies, preparing time sheets or recording use of benefit time, preparing bulk mailings, scheduling vehicle or facility usage, or other related activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of English necessary to respond to oral and written inquiries for information or assistance;
Knowledge of departmental functions and services necessary to provide general assistance to others;
Ability to collect and record fees;
Ability to learn departmental functions and operations in order to screen calls and give information, explain services and make referrals;
Ability to deal with the public and clients under potentially stressful situations;

RECEPTIONIST (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Ability to learn computer operations and appropriate software in order to produce simple letters, complete forms, and view and enter information;
Ability to operate a wide variety of office equipment including telephone consoles, computers, copiers and fax machines;
Ability to maintain accurate logs and records;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) One year of full-time clerical work experience;
- OR: (B) One year of college education (30 credits equal to one year);
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENT:

Candidates must indicate computerized keyboarding experience.

CL1408

ADOPTED: 12/29/81

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