

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves screening all incoming requests for information either in person or by telephone and giving routine information, or directing requests to proper staff members. Work is performed under general supervision in accordance with established policies permitting some leeway for the exercise of independent judgment. Supervision over the work of others is not a function of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives callers and visitors, ascertains their business and refers them to the appropriate persons on the staff;
Screens and directs calls, and accepts and channels messages;
Opens, sorts and distributes incoming mail and meters outgoing mail; Accepts and schedules appointments;
Prepares and maintains a variety of records and reports;
May photocopy a variety of information packets for distribution;
May occasionally perform general clerical work including a typewriter, word processor or computer terminal for office staff;
Acts as a telephone operator.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office terminology, procedures, and equipment;
Working knowledge of business arithmetic and English;
Ability to understand and carry out complex oral and written directions;
Ability to deal courteously with the public both in person and on the telephone;
Ability to effectively secure the cooperation of others;
Ability to perform close, detail work involving considerable visual effort and strain;
Tact;
Courtesy;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: NONE