

RECEPTIONIST

Code No.: 4-05-012
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a clerical position which involves responsibility for receiving office callers and performing a variety of routine clerical duties requiring a moderate degree of decision making. The work involves answering phones, directing visitors and processing related paperwork and is performed in accordance with well-defined objectives, policies and procedures. This employee works independently under direct supervision from, and reports directly to, a higher-level clerical employee or administrator. Supervision of others is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Greets all callers and directs them to proper party or department;

Maintains master appointment book and schedules appointments;

Sorts, indexes, files and routes mail, requisitions, ledger cards and other material;

Prepares documents, authorizations, forms and other related paperwork;

Pulls material from files, performs file searches and maintains charge out records;

Obtains and disseminates information by telephone correspondence and in person;

Makes arithmetic computations, compiles, and checks statistical reports;

Checks lists, reports, and forms for completeness and accuracy;

Maintains time records and payroll data;

Makes an accurate record of petty cash;

Operates office machines;

Processes permits, applications and licenses.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures, policies, functions and equipment; good knowledge of grammar and punctuation; ability to prepare arithmetic summaries, and forms; ability to operate standard office equipment; ability to communicate effectively both orally and in writing; ability to acquire familiarity with departmental organization, laws, policies and functions; working knowledge of business arithmetic and English; ability to understand and follow oral and written directions; ability to get along with others; ability to greet and deal with the general public; clerical aptitude; accuracy; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school

equivalency diploma, plus EITHER:

- (A) One (1) year paid full-time or its part-time equivalent office clerical/secretarial or customer service related experience; OR,
- (B) Successful completion of at least thirty (30) credit hours from a college or university; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B).

NOTE: Your degree or college credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee

Monroe County Civil Service Commission

Reviewed: 10/17/86

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