

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: This is an important public contact position involving responsibility for screening all incoming requests for information, either in person or by telephone, and giving routine information, or directing requests to the proper personnel. In addition, incumbent is responsible for performing routine clerical tasks. Depending on the office where assigned, the incumbent may be required to type. Work is performed under general supervision in accordance with established policies, permitting some leeway for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following as well as other related activities not described.

Receives callers and visitors, ascertains their business, and refers them to the appropriate persons;

Answers agency telephone;

Screens and directs calls, and accepts and channels messages;

May open, sort and distribute incoming and outgoing mail;

Makes necessary staff appointments as directed;

May prepare and maintain a variety of records and reports;

Performs clerical work for the general office staff as required;

May type correspondence, letters, memoranda, reports and similar materials.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology and procedures; working knowledge of the policies, procedures, and regulations of the organization; ability to understand and carry out simple oral and written directions; ability to meet the public in person and by telephone; ability to secure the cooperation of others; depending on the office where assigned, ability to type at an acceptable rate of speed; initiative; resourcefulness; neatness; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Successful completion of the eighth grade in school; or it's equivalent.

ULSTER COUNTY
5370 RECEPT
Classification: Competitive
Grade: 4
Union: CSEA

Adopted: April 4, 1978
Revised: January 6, 1981
Revised: January 20, 1984
Revised: September 25, 1991
Revised: February 25, 1994