

## **RECEPTIONIST**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for performing moderately difficult clerical tasks requiring a general understanding of specific law, office rules, procedures, and policies as well as an ability to meet and direct the public. It calls for the exercise of independent judgment in the application of prescribed procedures and methods. The incumbent screens visitors to the agency, directing them to the appropriate staff/unit and answering routine inquiries personally. The work is performed under general supervision with considerable responsibility required in handling a wide variety of duties. Supervision may be exercised over a small number of clerical personnel. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)** Makes appointments for staff member; Greets visitors or clients to the agency, ascertains their business and directs them to the appropriate staff/unit; Gives out routine information based on agency policy in response to telephone and in-person inquiries; Assigns work, reviews and records work done, and instructs new employees in specialized clerical work; Receives, opens and routes correspondence to appropriate unit within the agency; Reviews accounts, reports, and other documents for completeness, accuracy and conformity with established procedure; Oversees and participates in the preparation, processing, indexing, sorting, recording and filing a variety of control records and reports; May be responsible for the maintenance of personnel records and preparation of payrolls; Answers telephones and relays messages; Operates various office machines.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of office terminology, procedures and equipment; Good knowledge of business arithmetic and English; Ability to understand and carry out oral and written directions; Ability to get along well with others; Ability to write legibly; Ability to meet and deal with the general public; Clear pleasing voice and manner of speaking; Clerical aptitude; Mental alertness; Neatness; Accuracy; Tact and courtesy; Integrity; Sound judgment; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS: Either:**

- A. (1) Graduation from high school or possession of a high school equivalency diploma and (2) one year of clerical experience which must have involved public contact; OR
- B. Three years of clerical experience which must have involved public contact.

NOTE: Post high school educational training in a regionally accredited or New York State registered college or university or business school in office technology, business administration or related field may be substituted for experience on a year-for-year basis.

Adopted: 5/5/87

Reviewed: 10/20/95, 8/7/01, 8/9/02, 8/30/04, 8/15/07; 7/28/10

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