

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of an administrative or clerical employee of higher rank, an incumbent of this class is responsible for receiving the general public, clients or other County employees, answering inquiries in person or over the phone, and referring callers to the proper staff within the office. This position differs from Information Clerk in that there is more substantive contact with those individuals who are received, or in that the associated non-receptionist duties are of a more responsible and complex nature. Supervision is not a responsibility of this class. An employee of this class, however, may act as lead person for a small group of clerical employees providing back-up coverage. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Receives visitors, ascertains the nature of business, answers questions, responds to complaints, or refers them to proper office or individual;

Arranges appointments with appropriate departmental personnel for clients or other visitors;

Maintains complex records and files; maintains logs of reception activities;

Performs miscellaneous clerical work of general assistance to the office supervisor or administrative personnel;

Provides visitors or clients with applications, forms, or claims for departmental services, and provides them with needed information or assistance in completing them;

Receives, date stamps, logs and distributes all incoming mail to appropriate staff members;

Prepares informational material for large mailings and/or distribution on established mailing lists;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Maintains familiarity with the department's operations in order to provide the public with information regarding the departments' programs and services and requirements for eligibility, or scheduling of events;

May operate a telephone switchboard or multiple number call directory;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs extensive);

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office etiquette and procedures; ability to meet and deal with people in an efficient and tactful manner; ability to carry out work independently, from general instructions; ability to elicit the nature of business of a visitor and determine how to best respond in a manner reflective of the department's public image; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to perform a variety of clerical tasks; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; neat personal appearance; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and one year of general office experience, including, or supplemented by one year of experience involving contact with the public.

SUBSTITUTION: Satisfactory completion of 30 credits* or one year of post high school education at a college or business school may be substituted for the one year of required experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education a post-secondary, degree-granting institution.