

## RECEPTIONIST/TYPIST

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position is responsible for answering phones, guiding and directing the public, and answering general inquiries about departmental functions or procedures. In addition, this position also requires the performance of a variety of clerical duties. Work is performed under direct supervision of higher level staff. Performs related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Receives visitors and telephone inquiries, takes and transmits messages, provides information as appropriate, and may direct individuals to the proper personnel or resource, if applicable;  
Prepares a variety of correspondence, letters, and reports;  
Logs receipt of various documents, applications and forms;  
Performs general clerical duties, including, but not limited to: opening, sorting, and preparing mail; filing; faxing; and photocopying;  
Does related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of clerical operations;  
Ability to perform common office record keeping tasks;  
Ability to file material accurately in alphabetic order;  
Ability to follow oral and written directions;  
Ability to effectively communicate, and express oneself clearly both orally and in writing;  
Ability to maintain accurate records, compile data to create reports, and prepare correspondence;  
Ability to proficiently operate a personal computer, using common software programs such as Microsoft Word, Excel, Outlook, and internet; and operate common office equipment;  
Ability to interact with customers, co-workers, and the general public in a professional and courteous manner at all times;  
Ability to understand and comply with privacy laws and all practices related to the safekeeping of County and customer information;  
Ability to perform in a reasonable manner the essential functions of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND:**

One (1) year of full-time or equivalent part-time paid experience performing clerical work which shall have involved the use of a personal computer, answering telephones, and customer service.



Jurisdiction Class:	Competitive
Civil Division:	Any Civil Division where position exists
Adopted by YCCSC:	9/7/88
Revised by PO:	3/14/02
Revised by PO:	6/5/2015