

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: This is receptionist work involving answering phones, greeting and directing visitors, etc. General clerical work may be performed in accordance with prescribed routine. An incumbent of this position will devote more than half the working day to straight receptionist duties. The work is performed under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives visitors and telephone inquires and refers them to proper personnel of the office;  
Gives out routine information to the public;  
Filing, includes a variety of reports, complaints, registrations and permits;  
Assists supervisor in compiling monthly statistical reports;  
Collects monies for fines and prepares weekly reports for such;  
Prepares monthly letters for collection of fines;  
Prepares monthly court papers for violators;  
May perform typing or clerical duties;  
Processes Student Accident Insurance Forms;  
Maintains employee attendance records;  
May open, sort and distribute mail

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of standard telephone courtesy; good knowledge of handling public inquires and complaints, in person and on telephone; working knowledge of office terminology, procedure and equipment; ability to deal effectively with the public; working knowledge of business arithmetic and English; pleasing voice and personality; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or its equivalent and two years of work experience, one of which must have involved substantial public contact.