

## **Job Description: RECEPTIONIST**

**CLASS NO.** 101

**EEOC CATEGORY:** Administrative Support

**PAY GROUP:** 106

**FLSA:** Non-exempt

### **SUMMARY OF POSITION:**

Operates multiline phone system, answering, directing, and taking messages for calls; performs some secretarial duties.

### **ORGANIZATIONAL RELATIONSHIPS:**

1. Reports to: Designated Departmental Supervisor.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with other county employees, vendors, and the general public.

### **EXAMPLES OF WORK:**

#### Essential Duties\*

Operates switchboard, handling multiple phone lines, and takes and delivers messages;

Answers or refers customer and vendor inquiries;

Greets visitors courteously;

Performs secretarial functions, including, but not limited to, typing, copying, and filing;

Maintains log of long distance calls;

Processes incoming mail;

Performs clerical/secretarial support duties for departmental employees as requested.

#### Other Important Duties\*

May perform light bookkeeping; and

Performs such other duties as may be required.

**CLASS NO. 101 (Continued)**

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

*Skill to:* operate multiple phone lines; operate standard office equipment (including copier, typewriter and calculator); recommended typing speed is 30 net words per minute with a high degree of accuracy. Appointed Department Heads are required and Elected Officials are strongly encouraged to utilize job related skills testing in the application process.

*Ability to:* establish and maintain effective working relationships with other county employees, vendors, and the general public; perform mathematical computations with and without mechanical assistance; understand and follow instructions and communicate effectively, both orally and in writing.

*Other:* may be required to be able to translate between Spanish and English.

**ACCEPTABLE EXPERIENCE AND TRAINING:**

High school graduation, or its equivalent;

*or* any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

**CERTIFICATES AND LICENSES REQUIRED:**

None.