Job Description: RECEPTIONIST

CLASS NO. 101   **EEOC CATEGORY:** Administrative Support

PAY GROUP: 105   **FLSA:** Non-exempt

SUMMARY OF POSITION:

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

ORGANIZATIONAL RELATIONSHIPS:

1. <u>Reports to</u>: Designated Departmental Supervisor.

2. <u>Directs</u>:   This is a non-supervisory position.

3. <u>Other</u>:   Has contact with other county employees, vendors, and the general public.

EXAMPLES OF WORK:

<u>Essential Duties</u>*

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.

<u>Other Important Duties</u>*

May perform light bookkeeping; and

Performs such other duties as may be required.

*for the purpose of compliance with the Americans With Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.   *09/18*

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.