

## RECEPTIONIST

### GENERAL DEFINITION OF WORK:

Performs difficult clerical and routine administrative or technical work requiring a qualified typist; Does related work as required.

Work is performed under regular supervision.

### TYPICAL TASKS:

Plans, schedules and performs a wide variety of clerical and typing work related to the specialized function to which assigned;

Conducts transactions with the public in matters requiring detailed knowledge of rules, procedures, policies, precedents and activities;

Supplies information involving facts and interpretations;

Prepares documents based on data obtained from records and other sources and processes them in accordance with prescribed procedures;

Compiles information for reports and transactions and assists in consolidation and presentation of data;

Prepares and maintains a system of files and records including payroll and personnel information;

Establishes and maintains a system to ensure accountability and controls;

Composes correspondence and prepares reports independently or from oral instructions;

Makes appointments and greets visitors;

Operates various office machines and equipment as required;

Performs routine supply purchasing tasks as necessary.

### KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of standard office practices, and procedures, equipment and secretarial techniques. Thorough knowledge of business English, spelling, and math. General knowledge of personal computers and software packages. Ability to interpret and apply policies and procedures. Ability to make difficult mathematical calculations as well as set up complex forms and statistical tables. Ability to type, to take and transcribe accurately at a reasonable rate of speed. Ability to establish and maintain effective working relationships with other agencies and the general public. Ability to communicate effectively both orally and written. Ability to work independently in the absence of specific instructions.

### EDUCATION AND EXPERIENCE:

Applicant must have high school diploma or GED and considerable experience in clerical secretarial work. An associates degree is preferred. Must demonstrate a proficiency to multi-task, the ability to work well with diverse groups of people, to exhibit a pleasant demeanor while maintaining professionalism, and provide effective and efficient support services in an office environment.