

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: This is public contact work involving responsibility for directing in person and telephone callers to the proper employee of the agency. The work also involves a variety of clerical and typing tasks.

TYPICAL WORK ACTIVITIES:

- Greets all callers and directs them to proper party;
- Operates an agency or department switchboard;
- Keeps records of long-distance calls and tolls, and refers calls;
- Types from rough draft or recording advice;
- Processes mail-both incoming and outgoing;
- Maintains simple files;
- Assists in the performance of a wide variety of clerical and typing tasks;
- May post receipts in pre-designated manner.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures and equipment; ability to learn simple switchboard operations; ability to meet the public cordially; ability to type accurately at the rate of twenty five (25) words per minute; ability to learn the functions and organization of the department to which assigned; ability to understand and follow oral and written instructions; industry; dependability; initiative; resourcefulness; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a standard high school or possession of a high school equivalency diploma;

OR

B. One (1) year of clerical office experience.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: April 30, 1979