

## SENIOR RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves directing the public either in person or by telephone to the proper party in the County office building. This employee bills offices for telephone charges and prepares mail for shipment and bills each office for postage. This class differs from that of Receptionist by virtue of its more complex clerical duties an additional training and supervisory responsibilities. Duties are performed under general supervision with leeway allowed for the use of independent judgement regarding questions of procedures and order of tasks. Direct supervision is exercised over Receptionists. A Senior Receptionist does related work as required.

### TYPICAL WORK ACTIVITIES:

- Answers the switchboard, which includes receiving and directing calls for all departments in the County office building; also includes relaying messages between offices in other locations;
- Directs the public to various County offices;
- Records and files daily postage and UPS charges for all departments;
- Operates postage meter and delivers payment to post office for additional postage;
- Weighs, stamps and records all UPS and parcel post shipments including preparation of vouchers for payment and charging back to each department by account number;
- Prepares, sorts, checks and distributes telephone billings including preparing monthly telephone vouchers for payment;
- Supervises and trains Receptionists on switchboard as well as mailing duties;
- Arranges tours of County office building, jail and museum for schools and other groups;
- May do miscellaneous typing for various offices.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge of the arrangement of the County office building; good knowledge of business arithmetic and English; working knowledge of elementary accounting procedures; ability to operate a switchboard; ability to type accurately at the rate of twenty-five (25) wpm; ability to understand and follow oral and written instructions; ability to supervise and train Receptionists; ability to write legibly; clerical aptitude; courtesy to the public; physical condition sufficient to perform the essential functions of the position.

### MINIMUM QUALIFICATIONS: Either:

A. Graduation from high school or possession of a high school equivalency diploma and one (1) year of clerical experience;

OR

B. Two (2) years of clerical experience.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 1/21/80