

GENESEE COUNTY

RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: The primary duties of this position involve greeting and directing the general public to appropriate staff members and operating a telephone system. Occasionally the incumbent may be required to perform routine clerical and typing assignments. The incumbent of this position is usually the first contact that visitors or callers to the department have. The incumbent must have the ability to deal courteously with the public. The work is performed under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

Acts as a receptionist, giving information and directing the public;
Gives out routine information to the public;
Answers telephone calls and makes station connections;
Maintains a current record of changes in office and personnel;
Places long distance calls;
Keeps a record of calls and toll charges;
Receives and distributes incoming messages and packages;
Receives, sorts and distributes mail;
Performs typing and clerical duties.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures and equipment; ability to understand and carry out oral and written instructions; working knowledge of business arithmetic and English; a clear, pleasing voice and manner of speaking; tact and courtesy in dealing with the public.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, AND one (1) year of full-time, paid clerical experience which included dealing with the public, use of phones, and typing.

Part-time, paid experience will be pro-rated

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class
Non-Competitive (PT)
Revised 9/28/98
Revised 10/18/01
Revised 1/7/02
Revised 12/23/09