

## **RECEPTIONIST-TYPIST**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position is responsible for answering phones, guiding and directing the public and answering general inquiries about departmental functions or procedures, by referring the individual to the appropriate personnel and by assisting with the distribution and completion of forms and applications needed for servicing by the department. In addition, this position also performs a wide range of clerical support activities including skilled typing for the department. Work is performed under direct supervision with supervision decreasing as job familiarity increases.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Receives visitors and telephone inquiries, directs callers to proper personnel and provides information in response to routine questions;
2. Operates telephone console, providing assistance for local calls, and routes and records long distance telephone calls; takes and transmits messages;
3. Types a variety of letters, reports, records and similar material;
4. Collects fees, issues receipts and keeps totals of monies collected;
5. Schedules and confirms appointments and maintains appointment books or logs;
6. Performs general clerical duties, including, but not limited to, opening and sorting mail, filing, faxing, photocopying, preparing time sheets or recording use of benefit time, ordering and inventory of supplies, etc.;
7. Enters information in the computer and retrieves, as necessary, by name, number, etc.; runs a variety of printouts as required; performs skilled keyboarding to produce letters, memos, forms, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of English necessary to respond to oral and written inquiries for information or assistance;  
Knowledge of departmental functions and services necessary to provide general assistance to others;  
Ability to type at an acceptable rate of speed and accuracy;  
Ability to collect and record fees;  
Ability to learn departmental functions and operations in order to screen calls and give information, explain services and make referrals;  
Ability to deal with the public and clients under potentially stressful situations;  
Ability to learn computer operations and appropriate software in order to produce simple letters, complete forms, and view and enter information;  
Ability to operate a wide variety of office equipment including telephone consoles, computers, copiers and fax machines;  
Ability to maintain accurate logs and records;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**RECEPTIONIST-TYPIST** (Cont'd)

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER:       (A)     One year of full-time clerical work experience;
- OR:            (B)     One year of college education (30 credits equal to one year);
- OR:            (C)     An equivalent combination of training and experience as indicated in (A) and (B) above.

**SPECIAL REQUIREMENT:**

Candidates must indicate computerized keyboarding experience.

CL1409

ADOPTED:   08/01/75

REVISED:   05/23/77       06/02/86       01/31/91       11/19/99       10/23/00