

## RECEPTIONIST

DISTINGUISHING FEATURES OF THE CLASS: This is an important public contact position involving responsibility for screening all incoming requests for information, either in person or by telephone, and giving routine information, or directing requests to the proper personnel. Work is performed under general supervision in accordance with established policies, permitting some leeway for the exercise of independent judgment.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Receives callers and visitors, ascertains their business, and refers them to the appropriate persons;

Operates a telephone switchboard;

Screens and directs calls, and accepts and channels messages;

May open, sort and distribute incoming mail and meter outgoing mail;

Makes necessary staff appointments as directed;

May accept and schedule client appointments;

May prepare and maintain a variety of records and reports;

May occasionally do essential clerical work for the general office staff.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Working knowledge of office terminology and procedures; working knowledge of the policies, procedures, and regulations of the organization; ability to understand and carry out simple oral and written directions; ability to meet the public in person and by phone; ability to secure the cooperation of others; initiative; resourcefulness; neatness; tact and courtesy; and good judgment.

## **RECEPTIONIST**

### **Page 2**

cooperation of others; initiative; resourcefulness; neatness; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: There are no academic or experience qualifications for this title.

To be eligible for appointment, candidates must demonstrate entry level clerical aptitude and competence by successfully participating in an entry-level clerical examination.

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Last Reviewed:

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Placed into Clasplan on 7/19/04

Revised and Replaced in Classplan: 3/3/2023