

RECEPTION CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is public contact work involving responsibility for directing persons and telephone callers to the proper employee of an agency. An incumbent may also receive and direct callers at the reception desk of an agency or department. Incumbents also perform a variety of clerical and typing tasks. A Reception Clerk does related work as required.

TYPICAL WORK ACTIVITIES:

- Receives telephone calls and supplies routine information or refers calls to proper party;
- Operates an agency or department switchboard;
- Keeps records of long-distance calls and tolls;
- Processes incoming and outgoing mail;
- Types records and reports and checks for clerical accuracy, completeness and proper extensions;
- Types materials from copy, rough draft, dictating machines or other detailed instructions;
- May maintain simple files;
- May utilize electronic data processing systems to process, record or report data.

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 and operate alpha numeric keyboard accurately at an acceptable rate of speed; ability to learn the functions and organization of the department to which assigned; ability to understand and follow oral and written instructions; industrious; dependability; initiative; resourcefulness; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

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

OR

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

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted May 6, 1992