



# Receptionist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
RECEPTIONIST I	0006	A09	\$29,781 - \$40,859
RECEPTIONIST II	0008	A11	\$32,332 - \$47,355

## GENERAL DESCRIPTION

Performs receptionist work, including operating an office telephone system to include switchboard, or console. Work involves placing, answering, and transferring calls; receiving visitors; and providing general information.

## DISTINGUISHING CHARACTERISTICS

Employees may occasionally perform routine clerical duties including processing mail, data entry, and filing; however, they should primarily be answering calls and greeting visitors. Employees performing clerical work the majority of their time may be more appropriately classified in the Clerk or Administrative Assistant job classification series.

## EXAMPLES OF WORK PERFORMED

Greets callers, answers general questions, and directs callers to appropriate staff.

Greets visitors and notifies appropriate staff of their arrival.

Takes messages and schedules appointments.

Maintains phone and visitor logs.

Provides forms and general information to visitors and forwards completed forms to appropriate staff.

Refers callers or visitors to services or resources at other agencies or organizations.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at a level II may also perform work identified for level I.*

**RECEPTIONIST I:** Performs routine (journey-level) receptionist work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

**RECEPTIONIST II: (Added 9-1-2023)** Performs moderately complex (journey-level) receptionist work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Perform occasional routine clerical duties, including data entry and filing.
- Receive and report needed telephone or switchboard repairs.
- Provide guidance and training to others regarding receptionist duties and responsibilities.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in operating an office telephone system or switchboard and in receptionist, clerical, or data entry work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **For all levels**

- Knowledge of administrative and clerical procedures.
- Skill in the use of a telephone or switchboard.
- Ability to transfer incoming calls to appropriate personnel, to greet and direct visitors, and to communicate effectively.

#### **Additional for Receptionist II level**

- Knowledge of data entry procedures and systems.