



Receptionist

Salary Group: A09

Class Code: 0006

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
RECEPTIONIST	0006	A09	\$23,781 - \$34,859

GENERAL DESCRIPTION

Performs routine (journey-level) receptionist work, including operating a telephone switchboard or console. Work involves placing, answering, and transferring calls; receiving visitors; and providing general information. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Places, answers, and transfers calls and maintains phone logs.

Takes messages and schedules appointments.

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

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.

May perform clerical or data entry duties.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in operating a switchboard and 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

Knowledge of administrative, clerical, and data entry procedures and systems.

Skill in the use of a telephone switchboard.

Ability to transfer incoming calls to appropriate personnel; to greet and direct visitors; and to communicate effectively.