

ORANGE COUNTY CLASS SPECIFICATION

TITLE: RECEPTIONIST **GRADE:** 5

TITLE ABBREVIATION: RECEPTIONIST **TITLE NO.:** 6591

JURIS. CL: C **SALARY CODE:** 01 **EEO CODE:** AS **FLSA CODE:** NE

DEPARTMENT: VARIOUS **DIVISION:**

SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for receiving the general public, answering their inquiries and directing them to the proper office or individual. The work entails the performance of a variety of clerical duties. Work is performed under direct supervision from an administrative employee of higher rank. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives visitors, ascertains nature of business, answers questions or refers visitors to proper office or individual;

Arranges appointments with departmental personnel for clients or other visitors;

Operates a telephone or telephone console; takes and transmits messages;

Provides general departmental information to outside departments, agencies, or the public;

Operates standard office equipment such as calculators, fax machines, photocopiers, metered mail machines, printers;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail or other database software in performing work assignments;

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

May be required to perform clerical duties including, but not limited to, typing and filing;

May maintain logbooks of visitors and collect fees from clients.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of English and business math; working knowledge of office terminology, procedures and equipment; ability to meet and deal with people in an efficient and tactful manner; ability to understand and follow oral and written directions; ability to operate standard office equipment; clerical aptitude; neat personal appearance; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

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

NOTES:

- Computer literacy will be evaluated during the probationary period.
- When assigned to the Department of Public Health: Must possess of a valid driver's license.