

### ORANGE COUNTY CLASS SPECIFICATION

**TITLE:** RECEPTIONIST (SPANISH/ENGLISH SPEAKING) **GRADE:** 6

**TITLE ABBREVIATION:** RECEPT (SP/ENG SPEAK) **TITLE NO.:** 6549

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

**DEPARTMENT:** VARIOUS **DIVISION:**

**SUPERVISOR'S TITLE:** VARIOUS

**DISTINGUISHING FEATURES OF THE CLASS:** Incumbent must speak and understand both English and conversational Spanish to perform work involving the responsibility of receiving the general public, answering their inquiries and directing the public to the proper office or individual. The work includes responsibility for written translation of letters, correspondence, etc. from English to Spanish. The work also includes responsibility for the pre-screening of applicants for Department programs and for performance of a variety of clerical duties, with detailed instructions given for new or difficult assignments. 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;

Translates both the questions and the responses during interviews involving Spanish speaking clients;

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

Provides bi-lingual services as needed to other units within the department, including home visits;

Operates standard office equipment such as calculators, fax machines, photocopiers, metered mail machines, and 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 perform clerical duties, including but not limited to, typing and filing;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of English and business math; working knowledge departmental policies, procedures and guidelines; working knowledge of office terminology, procedures and equipment; ability to demonstrate a working proficiency in Spanish; 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.

**NOTE:** Computer literacy will be evaluated during the probationary period.

- NOTE:** 1) In addition to meeting the qualifications listed above, candidates for Receptionist (Spanish/English Speaking) must demonstrate the ability to speak, understand and write conversational Spanish.
- 2) When assigned to the Department of Public Health: Must possess and maintain a valid driver's license.