

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: RECEPTIONIST (SPANISH/ENGLISH SPEAKING)

TITLE #: 1524

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. The incumbent must speak, understand and write both English and conversational Spanish to perform duties. The work includes responsibility for written translation of letters, etc. from English to Spanish. 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;

Provides answers to routine questions from visitors or telephone callers concerning departmental or office matters;

Translates both the questions and the responses during conversation involving Spanish-speaking individuals;

Provides general district information to the public;

Provides bi-lingual services as needed;

Operates telephone system and takes and transmits messages;

Operates office equipment;

Performs clerical duties, including but not limited to, typing and filing;

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

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of 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; 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: Must demonstrate the ability to speak, understand and write conversational Spanish.

JURISDICTIONAL CLASSIFICATION: Competitive

REVISED:07/31/23 dc