

CLASSIFICATION SPECIFICATION

Receptionist

FT/PT Class Code: 4025, 4525 Pay Grade: B/C 04 FLSA: Non-Exempt Rev. 07/01/14

SUMMARY STATEMENT: An incumbent is responsible for providing reception/telephone services to staff and to the general public, and for office clerical and data entry work.

NATURE AND SCOPE:

A class incumbent typically reports to an administrative or technical supervisor and performs work in accordance with instructions and established routines. Class incumbents are responsible for receiving calls and visitors, determining nature of business, and directing them to appropriate staff personnel. Class incumbents also are responsible for sorting/distributing mail, recording information, keeping records related to work and other activities, and operating various office machines such as copiers, fax machines, etc.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Greets visitors, ascertains purpose of visit, obtains required information, answers routine questions, verifies appointments, and directs visitors to appropriate personnel; may retrieve files for supervisor's appointments and issues receipts for money collected.
2. Answers telephone, ascertains purpose of call, provides routine information, transfers caller to appropriate personnel, and records messages.
3. Performs data entry to register students in Xenegrade and Banner, processes payments, adds grades in Xenegrade and generates certificates for non-credit programs as assigned.
3. Receives, stamps, sorts, and distributes mail; assembles and mails materials.
4. Operates copier and collates materials; may type information on forms and perform other keyboarding tasks.
5. Assembles information and materials for mailing or distribution.
6. Records information on manual/computerized records, logs, schedules, etc. from one source to another; compares forms, records, and other items for accuracy; and notifies supervisor of discrepancies.
7. Compiles routine, related reports of a statistical or narrative nature as assigned.
8. Supervises relief personnel as assigned.
9. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of College functions for referral purposes.
- ◇ Knowledge of office practices and procedures.
- ◇ Knowledge of proper reception practices and procedures, including eliciting/disseminating routine information and telephone techniques.
- ◇ Knowledge of basic recordkeeping practices and procedures.
- ◇ Basic keyboarding skills.
- ◇ Good interpersonal and communication skills.
- ◇ Ability to communicate effectively orally and in writing.
- ◇ Ability to maintain accurate records and compile information into numerical report format.
- ◇ Ability to operate office machines and equipment such as copiers, typewriters, personal computers, computer terminals, and microfiche/microfilm readers.

MINIMUM QUALIFICATIONS:

- ◇ High school diploma and one (1) year of relevant experience; or other equivalent combination of education and experience.