

RECEPTIONIST - TYPIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves screening all incoming requests for information either in person or by telephone and giving routine information, or directing requests to proper staff members. Work is performed under general supervision in accordance with established policies permitting some leeway for the exercise of independent judgment. This position is similar to Receptionist but differs in that a Receptionist - Typist spends a substantial amount of time operating an alphanumeric keyboard such as a typewriter, word processor or personal computer.

Supervision over the work of others is not a function of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives callers and visitors, ascertains their business and refers them to the appropriate persons on the staff;

Screens and directs calls, and accepts and channels messages;

Opens, sorts and distributes incoming mail and meters outgoing mail;

Accepts and schedules appointments;

Prepares and maintains a variety of records and reports;

Types forms, form letters, transcripts, invoices, vouchers, records, reports, letters and memoranda;

May photocopy a variety of information packets for distribution;

May occasionally perform general clerical work for the office staff; Operates calculator, computer terminal, typewriter and other related office equipment;

Acts as a telephone operator.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office terminology, procedures, and equipment;

Working knowledge of business arithmetic and English;

Ability to understand and carry out complex oral and written directions;

Ability to deal courteously with the public both in person and on the telephone;

Ability to effectively secure the cooperation of others;

Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed; Ability to perform close, detail work involving considerable visual effort and strain;

Tact;

Courtesy;

Good judgement.

MINIMUM QUALIFICATIONS: None

MINIMUM QUALIFICATIONS FOR BROOME COUNTY DEPARTMENTS: (EXCLUDING BROOME COMMUNITY COLLEGE)

Graduation from high school or possession of an equivalency diploma