



RECEPTIONIST

CHARACTERISTICS OF WORK:

This is clerical work involving reception of visitors to an office or public building, processing of incoming telephone calls, and performance of general office duties. The job entails substantial contact with the general public to communicate routine, factual information. Incumbents in this position ensure that all visitors sign visitor's log-in sheets and/or evidence log-in sheets. The incumbent may also monitor security cameras. Duties are performed under the general supervision of an administrative superior; limited supervision may be exercised by positions allocated to this occupational class.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED).

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Sedentary Work: May occasionally walk or stand and/or occasionally move light objects, materials, etc.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is occasionally required to stand; walk; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Customer Service: Works with visitors to assess their needs, provide information or assistance, or satisfy their expectations.

Greets office visitors and determines nature of business; directs visitors to appropriate destination. Provides information in response to inquires concerning agency operations.

Technical: Is proficient in operating technical equipment in performing duties of the job.

Operates a computer, telephone, fax machine, and/or copy machine. Uses computer software to complete assigned tasks, meet agency goals, and produce required results.

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Able to assess the situation and appropriately respond under the confines of standard operating procedures. Complies with agency standards. Responds appropriately to supervision and administrative decisions. Takes initiative to accomplish goals. Maintains appropriate standards of confidentiality and objectivity.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Greets and assists visitors.
2. Answers incoming and places outgoing telephone calls.
3. Verifies appointments between agency staff and government officials, other state personnel, and the general public.
4. Receives and separates incoming mail and prepares outgoing mail.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Greets office visitors and determines nature of business through verbal inquiry; ensures visitors sign in and directs visitors to appropriate destination.

Notifies agency personnel by intercom or telephone upon arrival of individuals with appointments or unscheduled visitors.

May ensure security measures are followed and security cameras are monitored.

Answers incoming telephone calls, routes calls to appropriate extension, writes messages for unavailable staff members, and/or provides information in response to specific inquiries concerning agency operations.

Verifies appointments between agency staff and government officials, other state personnel, and the general public.

Receives and signs for telegrams, packages, and other office deliveries.

Opens incoming mail and records date and time received; separates mail according to nature of the correspondence and distributes to designated staff members or locations.

Weighs outgoing mail to determine correct postal rate; applies sufficient postage using postage meter and records amount in postage log.

Replenishes reception area with informative materials such as agency brochures.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.