

RECEPTIONIST

(Range 107)

DEFINITION

Performs a variety of clerical duties and operates a multi-line telephone system to answer incoming calls and direct callers to appropriate department or staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned Administrator.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1. Answers incoming calls, ascertains the nature of the call and personally assists the caller, takes a message, or directs the caller to the appropriate Department or staff.
2. Utilizes a multi-line telephone console.
3. Maintains voice-mail system for assigned department or branch to include retrieving messages and forwarding to appropriate staff.
4. Generates correspondence, memos, and other relevant materials appropriate to assigned Department or Branch.
5. Performs data entry in the maintenance of records.
6. Operates office equipment, including but not limited to: facsimile machine, typewriter, adding machine, and copy machine.
7. Performs a variety of essential and complex record keeping duties to include phone, fax and inventory lists.
8. Maintains the filing system for assigned area.
9. Interacts extensively in person and over the telephone with district-wide staff and management, outside agencies, vendors, and the general public.
10. Maintains staff bulletin boards
11. Utilizes personal computer and e-mail.
12. Works with other departments on special projects.
13. Answers questions about the Library District, Library Branches, and Departments.
14. Welcomes on site visitors, determines nature of business, and announces visitors to appropriate staff.
15. Monitors visitor access.
16. Updates appointment calendars.

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17. Receives, sorts, and routes mail, materials, and other packages.
18. Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
19. Orders, receives, and maintains office supplies.

Marginal Functions:

1. Assists with mail room duties as needed.
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Basic modern office methods and procedures.
2. Record keeping and filing principles and methods.
3. Library District, Branch, and Department policies and procedures.
4. Library District terminology and functions.
5. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Accept and manage change and maintain flexibility.
2. Type at a speed necessary to perform essential functions.
3. Work quickly and accurately.
4. Work both independently and as part of a team.
5. Maintain effective working relationships with those contacted during the course of work.
6. Understand and follow oral and written instruction.
7. Serve customers with patience, tact, and courtesy.
8. Communicate clearly and concisely, both orally and in writing.
9. Maintain the mental capacity for effective interaction and communication with others.
10. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

--standing, walking, or sitting for extended periods of time;

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--bending, reaching, stooping, or pushing;

--lifting and carrying;

--operating assigned equipment.

11. Maintain effective auditory and visual perception needed for:

--making observations;

--communicating with others;

--reading and writing;

--operating assigned equipment.

Skilled in:

1. Use personal computers and associated software.

2. Use of library and general office equipment.

QUALIFICATIONS

Training and Experience:

High school diploma or GED equivalency required; one (1) year general clerical or secretarial experience required; experience utilizing a multi-line telephone console required; proficiency in Windows and word processing required; typing skills required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

Physical requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds); occasional moderate lifting (12 - 20 pounds); bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time.

Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

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FLSA: NON-EXEMPT

CBA: NON-SUPERVISOR

DEVELOPED: MARCH 31, 1998

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