

# RECEPTIONIST

## GENERAL STATEMENT OF RESPONSIBILITIES

This position is primarily responsible for answering telephones and greeting visitors and general entry-level office work. Work is performed under the direction of the Administrative Services Manager.

## EXAMPLES OF DUTIES TO BE PERFORMED

1. Answers telephones, responds to basic billing questions and routes calls to appropriate staff.
2. Greets customers, accepts payments, responds to basic billing questions and directs inquiries to appropriate staff.
3. Responsible for counting the cash drawer at the beginning and end of every business day. Passes drawer to Accounting at the end of every day for verification.
4. Responds to oral and written requests for legal descriptions, addresses, and parcel numbers.
5. Opens, sorts, and distributes incoming mail and deliveries.
6. Prepares packages for shipping.
7. Sorts, organizes, and files materials.
8. Reproduces correspondence and other papers using copy machine.
9. Other tasks as assigned.

## REQUIRED KNOWLEDGE AND SKILLS

1. Knowledge of general office practices and procedures.
2. Ability to operate various office machines such as a personal computer, typewriter, facsimile machine, copy machine, adding machine, etc.
3. Ability to understand and follow oral and written instructions.
4. Ability to communicate with public in a pleasant manner under adverse circumstances.

## REQUIRED TRAINING AND EXPERIENCE

This position requires a minimum of one year of receptionist/office clerical experience, familiarity with computer applications, and completion of high school. Other combinations of education and experience will be considered.