



JOB TITLE	DEPARTMENT	REPORTS TO
Receptionist	Human Resources	Human Resources Administrator

Position No: 72095	Length of Work Year: 12 Months
Salary Schedule: C18	Date Approved: 8/26/97
FSLA: Non-exempt	Date Revised: 5/27/03

JOB GOAL
To provide a welcoming atmosphere by greeting and providing directions to departments/offices for all customers. Work primarily involves telephone switchboard operation; sorting, preparing and distributing all mail.

MINIMUM QUALIFICATIONS
<ol style="list-style-type: none"> 1. High school diploma or equivalent. 2. A minimum of one (1) year of experience in operating a telephone switchboard or an equivalent combination of training and experience. 3. Ability to operate a large switchboard under conditions of heavy load. 4. Skills in record keeping. 5. T.A.B.E. test required. 6. Ability to perform the functions of the position. 7. General office skills and word processing proficiency tests.

DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. To answer, place and transfer all incoming and outgoing calls as necessary. 2. To keep record of long-distance and collect calls, telegrams received, and messages which cannot be delivered at once. 3. To do related receptionist work such as answering routine non-technical questions and referring individuals to the appropriate person or department. 4. To sort, prepare and distribute all mail (U.S. mail and interoffice mail). 5. To maintain postage and copy machine equipment and order supplies (postage, oil, tones, etc.) in a timely manner. 6. To perform simple clerical work or other duties as assigned by supervisor. 7. To perform assigned tasks in a timely and efficient manner. 8. To perform assigned tasks with a high standard of quality. 9. To perform other duties as assigned by the supervisor.

PHYSICAL DEMAND CLASS:
Sedentary Light (SL) - Occasional lifting and carrying of objects weighing 10 pounds or less. Infrequent lifting and carrying of objects weighing 11-20 pounds. Occasional walking and/or standing may be required.