



# RECEPTIONIST 1

## FUNCTIONAL DEFINITION:

This is routine work in operating a central telephone console. An employee in this class performs routine and repetitive work in the operation of a large telephone switchboard carrying a heavy traffic load. Work primarily involves the responsibility for accuracy in placing and answering calls and for remembering the names and locations of personnel in the department or work location. Work includes the keeping of simple clerical records and may include incidental receptionist work. Employees work under general supervision and refer difficult problems to a supervisor.

## EXAMPLES OF WORK PERFORMED:

- Answers all incoming local and long distance telephone calls and makes proper connections to persons requested
- Operates call system in paging staff personnel
- Places local and long distance outgoing calls, as well as interoffice calls
- Answers routine non-technical questions and refers other questions to proper persons
- Serves as a receptionist which involves receiving, announcing and directing callers and giving non-technical information
- Keeps records of long distance calls and performs other routine clerical work
- Performs related work as required

## REQUIED KNOWLEDGE, SKILLS AND ABILITIES:

- Some knowledge of the operation of a telephone console
- Ability to operate a large telephone console under heavy traffic load conditions
- Ability to remember accurately, within a reasonable amount of training time, the names and locations of personnel and units to understand essential departmental operations
- Ability to answer telephone calls or questions politely and efficiently at a reception desk
- Ability to keep simple clerical records accurately

## MINIMUM EXPERIENCE AND TRAINING:

Successful completion of a formal training course in the operation of a telephone console; or any equivalent combination of experience and training. Three months of experience as a Clerical Trainee, specializing in telephone console operations, may be substituted for the required training course.