

COUNTY COMMISSION RECEPTIONIST

NATURE OF WORK

This is advanced public relations and clerical work assisting telephone callers and visitors to the County Commissioner's Office.

Employees in this class are responsible for assisting telephone callers and visitors to the County Commissioner's Office by searching for requested information or directing them to an appropriate County, state or municipal agency. Responsibilities include receiving and directing telephone calls to staff of the Office of the County Commissioner's and related staff offices, receiving visiting citizens and officials and performing a variety of related clerical work in support of the County Commissioner's Office operations. Incumbents utilize considerable knowledge of County services, departments and officials in the performance of assigned duties. Supervision is received from an administrative superior who reviews work for the effective provision of assistance to telephone callers and visitors and satisfactory completion of related responsibilities.

EXAMPLES OF WORK

- Greets visitors and directs to destination.
- Provides information to the Public.
- Answers multi-line telephone and transfers calls to appropriate County departments.
- Takes messages for Commissioner's Office.
- Records news articles in database.
- Schedules use of meeting/conference rooms.
- Checks-out audio/visual equipment to departments within Governmental Center.
- Assists telephone callers and visitors to the County Commissioner's Office by searching for requested information or directing them to the appropriate County department, state agency or municipal government.
- Receives, screens and directs telephone calls to appropriate Assistant County Commissioner's, Directors and staff members of the County Commissioner's related staff offices.
- Assists in general office administration by preparing purchase orders, requisitions, check requests, journal entries and other purchasing or financial material.
- Distributes and dispatches faxes for the County Commissioner's Office and related staff offices.
- Distributes incoming U.S. Mail to the appropriate offices; sorts, distributes and dispatches interoffice mailings.
- Performs related work as required.

COUNTY COMMISSION RECEPTIONIST - CONT'D

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of public relations principles and techniques.

Considerable knowledge of County departments and agencies, services and officials.

Knowledge of executive protocol and the proper order of etiquette in dealing with elected officials.

Knowledge of modern office practices and procedures.

Knowledge of telephone console or switchboard operation.

Ability to deal tactfully and courteously with a variety of elected and appointed officials and with the public .

Ability to discuss requests and inquiries with private citizens and provide information and assistance as required.

Ability to operate telephone console or switchboard equipment.

Ability to prepare various records, forms and documents.

Ability to establish and maintain effective working relationships with superiors, various County officials and the public.

MINIMUM ENTRANCE REQUIREMENTS

Graduation from high school or equivalent recognized certification and two (2) years public contact or customer service experience to include the operation of a multi-line telephone console or switchboard are required or any equivalent combination of related training and experience.