

RECEPTIONIST/ RECORDS CLERK

POSITION: 1008

SALARY GRADE:

NON-EXEMPT

General Statement of Duties: Performs responsible general clerical work which follows well established procedures; does related work as required.

Distinguishing Features of the Class: The work in this class involves responsibility for performing, according to well-established procedures, routine clerical tasks. Work assignments are such that they may be readily learned after a short training period on the job. Specific and detailed instructions are given to new employees, and accompany any subsequent new assignments. After the initial training period, supervision is usually limited to a review and check of the work upon completion. Questions or problems arising from the work are referred to a supervisor for decision.

Examples of Work: (Illustrative Only)

- receives telephone calls and greets citizens; routes them to the proper employees, and takes messages or dispatches information
- receives complaints from the public and routes to proper office
- maintains accident and incident files
- processes incoming and outgoing mail and packages
- receives, processes and accounts for fees for reports
- assists program staff and supervisors as required
- keeps routine records of financial, statistical or accounting information, and prepares standard reports from such records
- checks records for clerical and mathematical accuracy, completeness and compliance with standard and procedures
- sorts and files records/materials by alphabetical, numerical and subject matter order, or by other predetermined classification
- operates standard office equipment such as computer, calculator, copying, duplicating and similar equipment
- proofreads typed and printed materials as needed
- arranges appointments as instructed
- performs simple posting work
- performs background checks
- compiles statistics, tabulates data and types routine reports
- performs related tasks as required
- process dispositions on arrest records

Required Knowledge, Skills and Abilities: Some knowledge of business English, spelling and arithmetic; some knowledge of modern office practices, procedures and equipment; ability to learn assigned clerical tasks readily, to adhere to prescribed routines, and to develop skill in the operation of common office equipment; ability to make simple computations and tabulations with speed and accuracy; ability to establish and maintain harmonious relationships with other employees and the public; ability to understand and follow routine written and oral directions. Extended periods of sitting at a workstation or desk. Manual dexterity to work efficiently on keyboard and computer for data entry. Ability to speak clearly.

Acceptable Experience and Training: Completion of high school or GED; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Other Requisites: From time to time the incumbent may be assigned special duties by a superior or, on a temporary basis, may be asked to assist other employees occupying a different position. This job description should not be construed as an all-inclusive statement of every task required of this position, but as a fair representation of the great majority of the work. Every effort will be made in advance to inform the incumbent the temporary additional assignments, which under no circumstances are intended to constitute a demotion.

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ADA REQUIREMENTS

Physical Requirements: Task is essentially sedentary, with occasional walking, bending, light lifting, or other restricted physical activities.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Sensory Requirements: Task requires visual perception and discrimination. Task requires oral communications ability. Task requires sound perception and discrimination.

Reasonable Accommodation(s): Reasonable accommodation(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Employee Name (Printed)

Employee Signature

Date

Witness Signature

Date