

RECEPTIONIST I/II

DEFINITION

Under supervision, acts as the initial public contact person for callers and/or visitors to a court of appeal; provides factual information regarding functions, services, and activities; performs related work as assigned.

CLASS CHARACTERISTICS

Receptionist I is the entry-level classification in the Receptionist series. Initially under close supervision, incumbents gain knowledge about the courts of appeal, and learn how to operate the telephone system and perform basic clerical support tasks. As experience is gained, incumbents function with an increasing amount of independence and responsibility. This class is alternatively staffed with Receptionist II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher class.

Receptionist II is the journey-level class of this series, fully competent to independently perform the full range of receptionist duties which include directing individuals to the proper office or staff person, and providing factual information regarding courts of appeal functions, services, and activities, both over the telephone and in person. Incumbents in this class function primarily as central receptionists and may perform routine clerical support tasks as time allows, including data entry, word processing, finishing and formatting of documents, copying, record keeping, filing, faxing, and other support tasks.

EXAMPLES OF DUTIES (*illustrative only*)

- Acts as a receptionist for a court of appeal; determines the purpose of visits and directs visitors to the proper office or staff.
- Answers the telephone, determines the purpose of the call, and directs callers to the proper office or staff.
- Provides factual information regarding the court of appeal functions, services, and activities.
- May log calls and assist in placing special calls.
- Performs a variety of office support and clerical duties, such as typing/word processing and proof reading documents, collating materials, data entry, stuffing envelopes, distributing and delivering mail, and sending and receiving faxes as requested.

- Tracks staff availability, takes and delivers messages, and pages staff.
- Operates a variety of office equipment.

WORKING CONDITIONS

- May be restricted to work area for long periods of time.
- Must be available to work overtime and on weekends and holidays.

QUALIFICATIONS

The level and scope of the knowledge and abilities listed below relate to the duties as defined in Class Characteristics.

Knowledge of:

- Techniques for dealing with staff, justices, court personnel, and others in person and over the telephone.
- Proper spoken English.
- Correct business English, including spelling, grammar, and punctuation.
- Office practices and procedures, including the safe operation of standard office equipment.
- Basic business arithmetic.
- The operation of personal computers and the use of specified computer applications, such as word processing, data, entry, spreadsheets, and desktop publishing.

Ability to:

- Perform routine clerical work.
- Understand and follow oral and written directions.
- Deal tactfully and effectively with those contacted in the course of the work, in person and over the telephone.
- Determine the nature of a call or visit quickly and effectively and appropriately direct the call or visitor.
- Ability to type accurately, effectively, and in a timely manner.
- Safely operate a variety of standard office equipment.
- Operate multi-line telephone and paging systems.
- Handle multiple tasks simultaneously, maintaining a good attitude.
- Speak English fluently.

Licenses and Certificates:

None.

Education and Experience:

Receptionist I: Equivalent to graduation from high school and one year of general office experience.

Receptionist II: Equivalent to graduation from high school and two years of receptionist experience. Or One year as a Receptionist I in the judicial branch.

Directly related college-level experience may be substituted for required experience on a year-for-year basis.