

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Receptionist	<b><u>CLASS NUMBER:</u></b> 10010	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Board of Commissioners	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> N/A
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N3	<b><u>POSITION CONTROL #:</u></b> 011008
<b><u>POSITION LOCATION:</u></b> 373 S. High St., 26 <sup>th</sup> FL., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Clerk to the Board (011006)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Receptionist classification is to assist assigned staff and the general public with inquiries and provide customer support to internal and external persons.

**JOB DUTIES:**

Assist assigned staff and the general public with general inquiries. Answer incoming telephone calls. Handle complaint calls to completion. Take detailed messages; screens and directs calls. Greet and direct visitors. Open, sort, stamp, and distribute mail. Research and distribute documentation. Type and distribute correspondence and memorandums. Maintain fax machine and notify staff of incoming faxes. Maintain files and documents. Provide backup assistance with office functions. Assist staff with revising, typing, faxing, summarizing correspondence, mailings, distributing lists, etc. Update departmental information. Assist OMB & clerk's office with various clerical duties. Maintain copies of assigned departmental materials and documents. Maintain handbooks and policy and procedure manuals. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of human relations; public relations; office practices and procedures; agency policy and procedures; government structure and process. Skill in word processing; dictation; equipment operations. Ability to define problems, collect data, establish facts and draw valid conclusions; complete routine forms; maintain accurate records; screen mail; originate routine business letters reflecting standard procedures; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

High School diploma or GED with six (6) months of office administration or clerical experience; or any equivalent combination of training and experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date