

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

<u>CLASSIFICATION TITLE:</u> Receptionist	<u>CLASS NUMBER:</u> 10010	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Human Resources	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N3	<u>POSITION CONTROL #:</u>
<u>POSITION LOCATION:</u> 373 S. High St., 25 th FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Sr. Human Resources Administrator (060310)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

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:

Perform routine clerical work in support of department programs and activities. Answer incoming telephone calls and routine inquiries to assist assigned staff, general public, and other employees. Take detailed messages, screens and directs calls. Greet visitors and provides assistance. Respond to general inquiries. Open, sort, stamp, and distribute mail. Research and distribute documentation. Type, distribute, and mail correspondence and memorandums. Maintain fax machine and notifies staff of incoming faxes. Maintain files, databases, and documents, such as telephone directories. Provides backup assistance with office functions. Assist staff with revising, typing, faxing, summarizing correspondence, mailings, distributing lists, etc. Update departmental information. Notify other departments for malfunctions with office equipment. Maintain copies of assigned departmental materials and documents. Maintain handbooks and policy procedure books. 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 office practices and procedures; agency policies and procedures. Skill in typing; word processing; equipment operation. Ability to carry out simple instruction; deal with problems involving few variables in familiar context; carry out instructions in written, oral or picture form; add, subtract, multiply and divide whole numbers; read and record figures accurately; maintain accurate records; screen mail; understand manuals and verbal instructions, technical in nature; arrange items in numerical or alphabetical order; answer routine telephone inquiries from public; 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