



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> <u>Receptionist</u>	<b>NEW:</b> <input type="checkbox"/>	<b>REVISED:</b> <input checked="" type="checkbox"/> <small>(Please check one)</small>
<b>REPORTS TO:</b> <u>Commissioners</u>	<b>FLSA:</b> <u>Non-Exempt</u>	<b>DATE:</b> <u>03/2017</u>
<b>DEPARTMENT:</b> <u>Commission</u>	<b>JOB CODE:</b> <u>600</u>	

**SUMMARY:**

Under close supervision, greets the general public in person and by phone, determines the nature of their business and directs them to appropriate department or area.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Greets the public in person and on the telephone; directs callers to their destination and records name, time, nature of business and person or department called upon; directs visitors to appropriate area or department.

Performs clerical duties in support of the department; transcribes memos, correspondence, reports or other documents; enters data into the computer; schedules appointments; responds to inquiries; collects and distributes incoming mail; sends and receives faxes and messages.

Performs other clerical duties as requested.

**KNOWLEDGE AND SKILL:**

1. Basic knowledge of standard office practices, record keeping, office equipment and Microsoft Office
2. Basic knowledge of County departments, operations, policies and procedures
3. Basic skill in organizing, scheduling and reviewing work
4. Advanced skill in providing customer service to Boone County employees and the public.

**WORK ENVIRONMENT:**

This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, printers and scanners, binding machines, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, other Boone County, and State employees, elected officials and members of other entities. Due to the subject matter of the position, the employee may be subject to stressful situations.

**PHYSICAL DEMANDS:**

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs from below waist to above shoulders and transporting distances up to 50 feet.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; ability to type 50 wpm.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*