

RECEPTIONIST (SPANISH SPEAKING)

GENERAL STATEMENT OF DUTIES: Greets and furnishes information to the public; operates a call director or single position switchboard; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level employee, an incumbent of this position is responsible for greeting visitors or clients in a school or municipal office and for providing routine information, making appointments for clients/visitors with staff members or officials, and/or scheduling clients for delivery of program services or participation in program activities. Incumbents interact with a significant number of Hispanic visitors or students and must be fluent in both the Spanish and English languages, providing interpretive and information services. Incumbents may be required to work on weekends or in evening or night hours depending upon the needs of the specific appointing authority. An employee in this class is assigned miscellaneous routine clerical work and, dependent on assignment, may operate either a single position switchboard or call director. Supervision is not normally a function of this class, which is distinguished from that of Telephone Operator by the duty of greeting the public and providing same with information.

EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the Spanish and English languages, providing interpretive and information services for Spanish speaking students and/or parents;

Receives visitors, ascertains the nature of business, answers questions, responds to complaints, or refers them to proper office or individual;

Makes appointments for callers and visitors with staff members and officials;

Schedules clients for program services or participation in program activities, e.g., home delivered meals, transportation pick-ups for recreation programs, shopping trips, medical appointments, etc.;

Furnishes routine information to callers in a school or municipal office and may provide visitors with applications, forms, claims, activity/special event programs, school calendars;

Responds to requests for school and/or municipal publications from residents, visitors, businesses, organizations;

Receives, date stamps, and distributes all incoming mail to appropriate staff members and distributes outgoing mail;

Performs miscellaneous clerical work and keeps simple records and files;

Notes location of staff members so they may be reached in an emergency;

May use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May operate a telephone switchboard or multiple number call directory.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Ability to meet and deal with people in an efficient and tactful manner; ability to understand and carry out oral and written directions; ability to learn quickly; ability to perform simple clerical operations; ability to read, write and converse fluently in both the Spanish and English languages; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish language proficiency test; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; accuracy; reliability; tact; courtesy; discretion; good judgment in dealing with the public; willingness to follow a prescribed routine; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and one year of general office experience, including, or supplemented by, one year of experience involving contact with the public.

SUBSTITUTION: Satisfactory completion of 30 credits* or one year of post high school education at a college or business school may be substituted for the one year of required experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

School Districts, Special Districts,
Towns & Villages,
Cities of Rye & Peekskill
J. C.: Competitive

Job Class Code: 0214
S214