



JOB DESCRIPTION



Clerical Receptionist

Position Code: CREP

SALARY RANGE - 407
FLSA Status : Non-exempt

DEFINITION:

Under close supervision, performs a wide variety of office work requiring general knowledge of the Association, basic office procedures, communications, public relations, and interpersonal relations; performs other various duties as assigned.

QUALIFICATION GUIDELINES:

Knowledge of:

- Correct grammar, spelling and punctuation;
- Office procedures, including the operation of a multi-line switchboard;
- Filing, indexing and cross-referencing methods;
- Principles, methods and equipment used in information processing.

Ability to:

- Operate a multi-line switchboard telephone system;
- Perform light clerical work and quickly learn the specific operation of the office;
- Make decisions in standard procedural matters with supervision;
- Prepare and maintain accurate records and reports;
- Make arithmetic calculations rapidly and accurately;
- Understand and follow written and oral instructions;
- Establish and maintain effective working relationships;
- Operate a variety of standard office equipment.

Experience:

Any combination of education and experience that would provide the knowledge, skills and abilities listed above.

TRAINING & EDUCATION REQUIREMENTS:

- Must possess a high school diploma or G.E.D.;

COMMUNICATIONS/INTERPERSONAL CONTACTS:

Incumbents are required to possess good interpersonal skills, including oral and written communication skills.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receive and greet Association members, providers, vendors, and others in a pleasant and professional manner;
- Answer telephones and direct calls to appropriate staff members in a pleasant and professional manner;
- Respond to and direct questions from members regarding employment and service-related concerns to appropriate staff;
- Provide routine factual information to members as needed;
- Receive, sort, complete and file a variety of documents as necessary;
- Search files for information;
- Maintain simple operational records by transferring and inputting data into a computer database, calculating totals and subtotals, and recording various activities;
- Receive and collect cash and credit payments for the purchase of goods or services;
- Issue receipts and turn-in money;
- Review documents for accuracy and completeness; and
- Perform other duties as assigned.

NOTE: *The Riverside Sheriffs' Association reserves the exclusive right to amend any portion of this job description at any time and without prior notice.*