

**OTERO COUNTY DEPARTMENT OF HUMAN SERVICES
ANNEX CLERK/RECEPTIONIST**

Department Head Approval Donna Ronde Date 9.14.20
Commissioner Approval Jimi Zaldini Keith Goodwin Date 9.14.20

GENERAL STATEMENT OF DUTIES

Receptionists support business activities through a variety of tasks including greeting and directing visitors, answering phone calls, and scheduling appointments. This is a multi-function position requiring a great degree of discretion, planning, flexibility, organization and creativity.

DUTIES

Greet and direct visitors - One of the primary responsibilities of a receptionist is to welcome visitors to the office. They will direct customers to specific individuals or departments as well as directly answering customer questions. In this aspect of the role, a receptionist also checks the office calendar for appointments and maintains visitor records.

Answer phone calls and emails - Receptionists also manage incoming phone calls and emails. They use multi-line phones, transferring calls to specific individuals or departments as well as directly answering customer questions. The receptionist also handles incoming email to the office's general address, responding to questions or forwarding emails to departments that can provide customer assistance.

Manage correspondence - Receptionists handle incoming and outgoing mail and correspondence. They sort the day's mail and deliver to the courthouse or place mail directly in employees' mailboxes. Receptionists may schedule appointment and ensure that mail is ready for pickup at a specific time of day. They ensure that documents are date stamped upon receipt into the office.

EBT Card Issuance – Receptionists issues initial and replacement EBT cards to customers. In this aspect of the role, a receptionist is responsible for operating the program in accordance with applicable Federal and State laws, rules and regulations; completing daily card issuance and destruction reports and safeguarding individual inventory of EBT cards.

General Clerical Duties – Receptionists handle the bulk of the office scanning. In addition to scanning, the receptionist is primarily responsible for sorting and faxing documents; routing information to employees and other departments; assembling miscellaneous packets; copying; providing necessary paperwork to customers, i.e. applications, redeterminations, etc.; operating standard office equipment; ordering supplies, including office supplies, state forms and occasional cleaning supplies.

Date Entry – Receptionists are responsible for date entering information into multiple databases. In addition, the receptionist retrieves information from computerized records.

Performs other related duties as assigned, including training and guidance to trainees for general reception duties. Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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KNOWLEDGE & SKILLS

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Communication Skills - Knowledge of communication techniques sufficient to be able to elicit information and deescalate irate customers.

Computer Skills - Has workable knowledge of basic office equipment including: computers, printers, copiers, scanners, and phones. Has basic computer skills, excellent typing skills and proficiency in Microsoft Office programs. Has a clear knowledge of spreadsheets and word processing documents. Has the ability to write, send, and retrieve email communication.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Program Knowledge – Has the ability to adhere to agency policy, in-house procedures, and state and federal law.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Time Management - Ability to manage and organize a workload, set priorities, and complete assignments timely.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

RESPONSIBILITY

The worker in this position must be very flexible and have the ability to implement policies and procedures for the front desk reception area quickly and accurately. Ability to work under pressure is also essential. Good verbal and written communication skills, time management skills, and organizational skills are necessary.

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MIMINUM QUALIFICATIONS

Education: AA in Business related field or

Experience: Two years in job related field

SPECIAL REQUIREMENTS

Valid Colorado State Driver's license

ESSENTIAL FUNCTIONS OF THE JOB

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in a standard office environment requiring normal physical effort. Requires sitting for extended periods of time, and occasional walking. Requires dexterous use of both hands. Requires corrected vision and hearing. Specific vision abilities by this position include close vision and the ability to adjust focus. Ability to lift and/or move up to 20 pounds. The noise level in the work environment is usually moderately quiet.

POLICY REQUIREMENTS

Formal application, rating of education and experience; written exam; oral interview and reference check. Job related tests might be required.

Employment is contingent upon the applicant passing a pre-employment medical physical and mandatory drug test.

Verification of any combination of driving record, criminal history and/or workers' compensation history.

No medical inquiries will be made or workers' compensation information gathered until a conditional job offer has been given to the applicant.

AFFIDAVIT

I certify that I understand the description of this job, the Essential Functions, and Policy Requirements as stated above. Furthermore, I certify that I am able to perform the duties and responsibilities as outlined above.

Signature _____ Date _____

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.