

CLASSIFICATION SPECIFICATION
LEWIS-MASON-THURSTON AREA AGENCY ON AGING

Receptionist

GENERAL DESCRIPTION

Responsible to answer phones, greet visitors, give general information and take messages as well as basic clerical tasks in support of agency operations.

This class specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Answer phones and greet visitors, give general information and take messages.

Understand the job functions of other staff to determine appropriate referrals.

Interact with people from diverse backgrounds and with various physical and cognitive limitations in order to make referrals to appropriate staff.

Open, sort and distribute incoming mail.

Prepare outgoing mail including distributing necessary copies using postage equipment.

Enter information into personal computer or manual logs as needed.

Maintain form shelves for the Information and Assistance/Case Management Program and order forms as needed.

Copy and collate materials.

Prepare and transmit FAX.

OTHER JOB FUNCTIONS

Performs other related duties as assigned.

WORKING CONDITIONS

Work is generally performed indoors in an office environment. Manual dexterity is needed to operate a computer keyboard. Lifting and carrying of records, files, and other materials weighing up to 15 pounds is required on a regular basis. May require long

periods of sitting, also reaching and bending. In some instances employee may be required to deliver items and travel to meetings. The Area Agency on Aging is a no smoking facility.

This position will not be considered for job share.

APPLICANT PREREQUISITES

Ability to understand, speak, read, write and follow instructions in English

Excellent verbal communication skills both in person and over the telephone

Ability to utilize a personal computer and related software to perform routine word processing, spreadsheet and data entry

EXPERIENCE MINIMUM: Six months of general office experience and two years experience in a position requiring extensive interaction with the public.

EDUCATION MINIMUM: High School Diploma or G.E.D.

OR SUBSTITUTING: Any demonstrated combination of experience and education, which provides the applicant with the following attributes:

Knowledge of basic telephone/reception techniques

Ability to interact with people from diverse backgrounds

Ability to communicate effectively, orally and in writing

Ability to operate a variety of office equipment

High School level of reading and writing skills

LEWIS MASON THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, and VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL, OR PHYSICAL HANDICAP.