

LOCAL HEALTH PERSONNEL JOB DESCRIPTION

CLASS TITLE: Telephone Operator/Receptionist	
TITLE CODE: 1405	SERIES: Secretarial
SELECTION METHOD: 100% qualifying	SALARY: (MIN-MID) \$7.25-\$8.76/HR GRADE: 5 SPECIAL ENTRANCE RATE: May be adjusted at agency's discretion based upon additional education & experience.
POSITIONS IN THIS CLASS GENERALLY REPORT TO: Administrative Support	
PRIMARY USER AGENCY: LOCAL HEALTH DEPARTMENT	

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

Operates a centralized telephone switchboard system, serves as a receptionist for the office and performs other duties as required. The position also greets clients and visitors to the office and directs them to appropriate staff.

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: High School diploma or GED

EXPERIENCE: N/A

SUBSTITUTION CLAUSE: N/A

EDUCATION: N/A

EXPERIENCE: N/A

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.) None

POST EMPLOYMENT REQUIREMENTS: EMPLOYEES IN THIS CLASS WILL BE REQUIRED TO OBTAIN CREDENTIALS OUTLINED BELOW WITHIN A REASONABLE TIME, OR IF EMPLOYEES POSSESS SUCH CREDENTIALS AT THE TIME OF HIRE THEY WILL BE REQUIRED TO MAINTAIN THOSE CREDENTIALS SO LONG AS THEY ARE EMPLOYED IN THIS CAPACITY. None

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION.

Operates a centralized telephone switchboard system, makes connections for incoming and long-distance telephone calls, provides general and non-technical information in response to questions from the public, may serve as receptionist in greeting patients, clients and visitors, maintains log of calls, maintains current directory listings and records to provide accurate information to the public, performs light typing and clinical duties and filing, such as typing employee listings and may enter appointments on automated system.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS. THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work typically is spent inside the office.

ADDITIONAL REQUIREMENTS:

Applicants and employees in this classification may be required to submit to a drug screening test and background check according to the agency's policies.

DATE CLASS ESTABLISHED: 7/1/06

DATE OF LAST REVISION: 05/05/08

THE LOCAL HEALTH DEPARTMENTS DO NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, ANCESTRY OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.