

Spokane County Library District

CLASSIFICATION: N04**POSITION TITLE:** Receptionist**GENERAL PURPOSE:**

Serves as receptionist for the District's administrative offices and provides a variety of basic clerical assistance to administrative and District staff including greeting visitors; answering the telephone, screening calls and referring customers to the appropriate department or person; provides information to job applicants and/or members of the public seeking general library information.

POSITION SUMMARY:

Under the direction of the Human Resources Manager, the primary responsibility of this position is to serve as the first point of contact at the District's Administrative Offices with customers, visitors, and vendors; to screen and transfer calls, and respond to questions from the public. The employee is required to be familiar with each District function in order to appropriately transfer calls to the correct person, department, or library. In addition, the receptionist provides clerical assistance to administrative and other District staff, calls for equipment services when needed, and assists job applicants by providing job information and/or application materials.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Answers, screens, and transfers incoming calls; responds to inquiries; directs callers to appropriate place or person. Assists the public at the front desk by answering questions or referring them to the appropriate staff person and provides information to job applicants and/or members of the public seeking general library information. Arranges back-up reception coverage when necessary.

Provides clerical assistance to administrative and other District staff, opens all District bills from vendors and suppliers; complies and enters usage and billing data into the business office Utility Database; verifies volunteer time sheets and maintains database; may compile and generate other reports as needed; reserves meeting rooms; proofreads documents; makes photocopies; collates materials; sends/distributes faxes; performs word processing; prints reports, correspondence, and mailing labels; orders and maintains office supplies; assists staff in the use of office equipment, refills copy paper, clears paper jams, or calls for equipment service when needed. Performs other clerical tasks as needed.

Assists job applicants by providing job information and/or application materials by phone, e-mail, or in person; receives, prepares, and organizes job applications; assures a ready supply of all HR forms, orders forms from the appropriate vendor, or makes copies as needed; verifies new hire documentation; files personnel documents; maintains confidentiality of personnel documents and other material of a sensitive nature; responds to employment verification requests.

Checks-in and routes periodicals, maintains routing lists, claims missing issues, coordinates with Collection Services staff for renewals; maintains HR manuals and other notebooks.

Prepares and sorts District incoming and outgoing US mail and internal shipments for delivery to their final destination. Orders postage for postage meter.

Reserves and tracks the checkout and return of Administrative equipment.

Attends work on a regular and dependable basis.

Hears, sees, speaks, and listens to individuals in order to work with staff and customers.

Physically performs the essential functions of the job.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS: Performs other tasks as assigned to support the District's mission.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- The operation of general office equipment including telephone, personal computer with associated software; scanner; fax machine, photocopier, postage meter, and calculator, as required.
- General office terminology, procedures, and practices.

Ability to:

- Answer telephone and greet customers in a courteous and professional manner;
- Perform word processing and filing at an acceptable level of proficiency;
- Accurately proofread documents;
- Establish and maintain effective working relationships with co-workers, staff, and the general public;
- Communicate effectively with staff and the public both orally and in writing;
- Understand and apply available guidelines to varied operational requirements and follow clearly stated oral and written instructions;
- Accurately record and transfer data from one source to another and accurately file and maintain personnel records.
- Lift materials weighing up to 40 lbs.

MINIMUM QUALIFICATIONS:

Persons applying for a position of this class should have:

High school diploma or equivalent. One year office clerical experience including typing, filing, receptionist, or public contact work; or substituting successful completion of course work or training in office principles and practices or personal computer operation for up to six months of the experience;

OR any equivalent combination of experience and training that assures satisfactory performance of essential job functions.

Read and use English and understand numbers;

Should be able to successfully pass a background check.

TOOLS AND EQUIPMENT USED:

Telephone, calculator, photocopier, personal computer with associated software, fax machine, postage meter, camera, and scanner.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal or while standing at a counter for extended periods of time. Sitting is required for long periods of time at the telephone console. Physical exertion may be required to lift office supplies.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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.

Revised: 8/4/2010