

## **RECEPTIONIST I/II**

### **DEFINITION**

Under supervision, acts as the initial public contact person for callers and/or visitors to the Judicial Council; provides factual information regarding functions, services, and activities; performs related work as assigned.

### **CLASS CHARACTERISTICS**

*Receptionist I* is the entry-level classification in the Receptionist series. Initially under close supervision, incumbents gain knowledge about the Judicial Council, and learn how to operate the telephone system and perform basic clerical support tasks. As experience is gained, incumbents function with an increasing amount of independence and responsibility. This class is alternatively staffed with Receptionist II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher class.

*Receptionist II* is the journey-level class of this series, fully competent to independently perform the full range of receptionist duties which include directing individuals to the proper office or staff person, and providing factual information regarding Judicial Council functions, services, and activities, both over the telephone and in person. Incumbents in this class function primarily as central receptionists and may perform routine clerical support tasks as time allows.

### **EXAMPLES OF DUTIES** (*illustrative only*)

- Acts as a receptionist for the Judicial Council; determines the purpose of visits and directs visitors to the proper office or staff.
- Answers the telephone, determines the purpose of the call, and directs callers to the proper office or staff.
- Provides factual information regarding the Judicial Council's functions, services, and activities.
- May log calls and assist in placing special calls.
- Performs a variety of basic office support and clerical duties, such as collating materials, stuffing envelopes, and sending faxes as requested.
- Tracks staff availability and pages senior management staff.

- Operates a variety of office equipment.

### **WORKING CONDITIONS**

- May be restricted to work area for long periods of time.
- Must be available to work overtime and on weekends and holidays.

### **QUALIFICATIONS**

The level and scope of the knowledge and abilities listed below relate to the duties as defined in Class Characteristics.

#### **Knowledge of:**

- Techniques for dealing with staff, judges, court personnel, and others in person and over the telephone.
- Proper spoken English.
- Office practices and procedures, including the safe operation of standard office equipment.
- Basic business arithmetic.

#### **Ability to:**

- Understand and follow oral and written directions.
- Deal tactfully and effectively with those contacted in the course of the work, in person and over the telephone.
- Determine the nature of a call or visit quickly and effectively and appropriate direct the call or visitor.
- Safely operate a variety of standard office equipment.
- Operate telephone and paging systems.
- Handle multiple tasks simultaneously, maintaining a good attitude.
- Speak English fluently.

#### **Licenses and Certificates:**

None.

#### **Education and Experience:**

*Receptionist I:* Equivalent to graduation from high school and one year of general office experience.

*Receptionist II:* Equivalent to graduation from high school and two years of receptionist experience.