

RECEPTIONIST (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is receptionist work involving answering phones, greeting and directing visitors, etc. General clerical work may be performed in accordance with prescribed routine. The work is distinguished from that of a Receptionist in that this position requires the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Notes. While reception duties may be handled by any clerical employee, an incumbent of this position will devote more than half the working day to straight receptionist duties. The work is performed under the general supervision of an office supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives visitors and telephone inquiries and refers them to proper personnel of the office;
Fills requests for applications, forms, etc., and answers routine questions for completing them;
Provides answers to routine questions from visitors or telephone callers concerning departmental or office matters;
Maintains records of calls and visitors received, mail distribution, machine use, etc.;
May open, sort and distribute mail;
May prepare, sort or index materials alphabetically or numerically;
May maintain an inventory and distribute office forms and supplies;
May operate a multi-line telephone;
May operate a variety of office machines in the performance of clerical work, such as photocopy, calculator, fax machine, etc.;
May receive payments and issue receipts.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of correct English usage; good knowledge of standard telephone courtesy; good knowledge of procedures for handling public inquiries and complaints, in person and on the telephone; working knowledge of office terminology, practices and equipment; ability to deal effectively with the public; ability to read, speak and understand colloquial Spanish; ability to learn and understand office procedures, practices, and policies and to respond to inquiries regarding same; ability to direct callers to the appropriate personnel*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of work experience, one (1) year of which must have involved public contact as a substantial (more than one-third) portion of the work as defined in the Notes below.

NOTES:

1. Public contact shall be defined as direct contact (i.e., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering disseminating, or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.
2. Office clerical work or work involving substantial public contact may be substituted for education on a year-for-year basis.

(over)

3. One (1) year as a Receptionist or related position may be deemed fully qualifying.
4. Incumbents are expected to possess a Level I- Limited Working Proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service). Positions identified at this level require the following Spanish language characteristics: Able to satisfy routine social demands and limited work requirements. Can handle most social situations, including introductions and casual conversations about current events, as well as work, family and autobiographical information. Can provide instructions on routine, concrete matters. Can translate routine correspondence and documents with the aid of a dictionary and/or grammar book. Can get gist of most conversations on non- technical subjects, and has a speaking vocabulary sufficient to respond simply with some circumlocutions. Accent, though faulty, must be intelligible. Can read with general accuracy news items on non-technical topics and general correspondence.

*To be demonstrated during the probationary period.