



RECEPTIONIST

JC: CP105
PG: NRH036
FLSA: Non-Exempt

BU: 9 (NR)
Created: April 1988
Revised: June 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under close supervision, greets all visitors to the premises and facilitates their permitted entrance and exit from the premises, directs visitors to appropriate locations, receives packages, takes inventory of supplies, organizes files and maintains records in office and at assigned front desk location; performs related duties as assigned.

CLASS CHARACTERISTICS

This paraprofessional assistant entry-level classification performs a variety of clerical support duties. This classification is characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, word processing, and use of an on-line computer system, will vary with the organizational unit to which assigned. The classification is distinguished from the Administrative Assistant in that the latter is the lead or specialist level within the office support series.

REPORTS TO:

Director of Human Resources or designee.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

1. Types correspondence, reports, forms, and specialized documents from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor.
2. Greets visitors and responds to questions. Receives and directs phone calls.
3. Proofreads and checks typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage including grammar, punctuation, and spelling.
4. Enters and retrieves data from an on-line or personal computer system, following established formats.
5. Prepares and updates a variety of reports, which may require the use of arithmetic calculations.

Receptionist

Page 2

6. Maintains records and processes forms, such as payroll records, purchase requisitions and orders, and others specific to the organizational unit.
7. Establishes and maintains office files.
8. Researches and compiles information and maintains office files; researches and compiles information from such files
9. Provides factual information regarding District or unit activities and functions.
10. Reviews computer-produced reports for accuracy and makes corrections as required.
11. Operates standard office equipment; performs such office support and activities as opening and distributing mail, processing outgoing mail, and ordering office supplies.

QUALIFICATIONS

Knowledge of:

- Basic office practices and procedures, including filing and the operation of standard office equipment
- Correct English usage, including spelling, grammar, and punctuation
- Business letter writing and the standard format for typed materials
- Policies and procedures related to the department to which assigned
- Front desk protocol
- Delivery and package receipt protocol
- Basic business data processing principles and the use of word processing equipment
- Use multi-line phone, Outlook email, and modern office equipment

Skill/Ability in:

- Developing and maintaining effective working relationships with those contacted in the course of the work
- Customer service
- Maintaining accurate records and files
- Making accurate arithmetic calculations
- Performing detailed clerical work accurately
- Maintaining attention to detail despite interruptions
- Organizing and maintaining office files
- Composing routine correspondence from brief instructions
- Using initiative and sound independent judgment within established guidelines
- Operating standard office equipment including a personal computer word processor and centralized telephone equipment
- Prioritizing work and coordinating several activities
- Communicating tactfully and effectively with the public

Receptionist

Page 3

MINIMUM QUALIFICATIONS

Education:

Possession of a high school diploma, GED or recognized equivalent.

Experience:

One (1) to three (3) years of professional verifiable experience in administrative support or related experience.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 6000 – Clerical
Census Code: 5860 – Office Clerks, General
Safety Sensitive: No