

**TOWN OF STONINGTON
JOB DESCRIPTION
HUMAN SERVICES RECEPTIONIST**

NATURE OF WORK

This is general office work including such tasks as typing, work processing, filing, serving as receptionist, answering and screening phone calls, duplicating, record keeping, and issuing documents. Work required involves making routine office decisions in accordance with established procedures. Performed under the supervision of supervisory or high level staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Answers phone for office served. Provides public information or directs inquiry to appropriate person.

Types or keys letters, reports, and records from original data or rough notes.

Composes correspondence, as assigned. Records and transcribes minutes of meetings, as assigned.

Compiles and coordinates data, using Microsoft Office Suite and a web-based tracking system.

Processes program registration forms.

Sort, open and distribute mail. Send and process incoming faxes.

Relieves and supplements staff as assigned.

Maintain inventory of office supplies.

OTHER JOB FUNCTIONS

Performs related work as required.

REQUIREMENTS OF WORK

Graduation from high school, including or supplemented by courses in modern office practices; up to one year of experience in general office work; or any equivalent combination of training and experience that provides the following knowledge, abilities and skills:

Knowledge of general office procedures.

Knowledge of the operation of standard office machines & multi-line phone system.

Proficient computer skills.

NECESSARY SPECIAL REQUIREMENTS

None stated.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

The employee must be free from mental and/or physical disorders, which would interfere with the performance of duties, as described. The employee must be able to interact with people who are under physical and/or emotional stress as well as the ability to maintain a calm manner in stressful and emergency situations. An ability to adapt to varying work situations and establish and maintain harmonious working relationships with others is also required.