

# **\*\*\*EMPLOYMENT OPPORTUNITY\*\*\***

This Employment Opportunity is NOT related to the Civil Service Examination process.

The Rensselaer County Health Department is currently accepting applications for:

## **TELEPHONE RECEPTIONIST**

Salary: **Grade 4 (\$28,711)**

### **How to apply:**

**Complete and submit your online Employment Application at:**

<https://rensco-portal.mycivilservice.com/jobopps>

### **MINIMUM QUALIFICATIONS:** (Either)

- a) Graduation from high school or possession of an equivalency diploma and two (2) years of clerical experience; or
- b) Completion of 60 semester credit hours at a regionally accredited or New York State registered college, university, or business school; or
- c) Three (3) years of clerical experience.

### **GENERAL STATEMENT OF DUTIES:**

This is the front line clerical position of the department. This person is responsible for greeting and helping the public who visit the department. The employee must answer and direct all calls to the appropriate staff through a multi-line telephone system. The employee will also perform clerical duties as required such as, alphabetizing, filing, data entry and maintaining records of non-employees who present to the department. The work is performed under the general supervision of the department head.

### **TYPICAL WORK ACTIVITIES:**

Answers multi-line phone at the reception desk, directs all phone calls to the proper department throughout the county and state agencies.  
Greet and assist public with all clinic requests and inquiries.  
Monitor non-employee traffic through sign in procedure.  
Track all incoming samples, correspondence and specimens, along with confirming pick-ups.  
Organize, sort and distribute files to appropriate staff.  
Open and close front door at the start and end of the department's operating hours.  
Set after hours voice mail system.  
Organizes front reception area including inventory of department's brochures for public accessibility.  
Distribute appropriate forms from various department programs to the public.  
Data entry of various information into department programs as required.  
Type correspondence for various departments utilizing Microsoft Word.  
Report and follow up on all computer issues to the appropriate department.  
Perform related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of office terminology, procedures and equipment; ability to greet visitors in a pleasing manner and provide requested information; ability to deal courteously and effectively with the public both in person and on the telephone; ability to refer visitors to appropriate staff member after ascertaining their needs; ability to understand and follow oral and written instructions; ability to type accurately at an acceptable rate of speed; knowledge of Microsoft Word, Excel and Outlook; ability to write legibly.

Position related questions please contact:

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