



Classification: Clerk Typist I - Receptionist

Title Code: V00031

Pay Range: 07

POSITION SUMMARY:

This is an entry-level position where the employee serves as receptionist and performs routine clerical work by typing reports, forms, correspondence, lists, etc. The employee is expected to exercise discretion in handling sensitive and confidential information. An employee in this position is closely supervised; however, independent judgment is expected in the performance of routine duties.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Types correspondence, reports, forms, lists, etc. from rough draft; proofreads and edits work produced for accuracy and completeness; prepares and/or assembles all materials referenced as attachments and/or enclosures for correspondence, reports, etc.; submits work produced for signature of appropriate division personnel.

Acts as receptionist, greets public, determines nature of business, directs individuals to proper office, and gives routine information; answers incoming calls and makes connection to person or division requested; answers routine nontechnical questions and refers other inquires to proper person, division, or agency; takes messages for employees and visitors on a limited basis.

Assists in the preparation and dissemination of Job Opportunity and Career Development Bulletins according to department policies and procedures; responds to inquiries reference same.

Maintains various clerical records and files; compiles periodic reports as assigned.

Enters statistical data into a spreadsheet and/or database; compiles and tabulates statistical data as required.

Prepares supply requisitions through the MSHP Supply Management System and maintains equipment and supply inventory.

Relieves personnel assigned to the switchboard as required.

Operates standard office equipment (e.g., personal computer, telephone, fax machine, shredder, adding machine, computer printer, etc.).

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of business English, spelling, grammar, and arithmetic.

Knowledge of modern office practices, procedures, and equipment.

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Ability to participate in a formal and on-the-job training program.

Ability to enter statistical data into the computer and prepare reports from statistical and/or other numerical data.

Ability to establish, alphabetize, transport, file, and purge records/documents in accordance with established procedures.

Ability to learn the applicable computer systems and PC applications.

Ability to type, proofread, and edit correspondence, forms, reports, computer entries, etc.

Ability to generate form letters in response to routine employment inquiries.

Ability to answer the telephone and provide assistance.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a high school or possess a GED.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.