

APPLICATIONS ARE CURRENTLY BEING ACCEPTED AT THE WAYNE COUNTY HUMAN RESOURCE OFFICE FOR THE POSITION OF RECEPTIONIST AT THE WAYNE COUNTY NURSING HOME

2017 hourly rate: \$15.21

Every other weekend (Saturday and Sunday), 12 hours a day, from 8 a.m. to 8:30 p.m.;

Bi-weekly – approximately 24 hours total

Every other holiday, 12 hours a day; Cover vacations (day and evening)

Applications accepted up to close of business: December 7, 2016

RECEPTIONIST – PART TIME VACANCY

DISTINGUISHING FEATURES OF THE CLASS: This is clerical work requiring knowledge of specific office functions and staff where the position is assigned and involving coordination of the prompt meeting of visitors or clients with staff members who are best able to meet their needs. Additionally, employees in this class perform related clerical tasks such as screening telephone calls, taking messages, making extension connections, pulling appropriate files, filing and maintaining lists of names and addresses of persons who have passed through the reception area on a particular day and typing various documents, letters, memoranda and other material.

TYPICAL WORK ACTIVITIES:

- Receives visitors, answers telephone calls and provides requested information or makes appropriate referrals to staff members of the assigned department.
- Operates a telephone desk-top console at a reception desk, takes messages, gives general information and connects calls with proper offices;
- Pulls material from files and makes simple file searches in answer to telephone or visitor requests;
- Performs reproduction and collating duties allied to receptionist duties;
- Performs clerical work including opening and distribution of mail and related files;
- Maintains simple account records concerning matters referred to the office where the position is assigned which may involve operating an adding machine or other office equipment, i.e. computer.
- Types letters and memoranda from handwritten or draft copy;
- Types various documents, contracts and other material as requested;
- Schedules and resolves appointments; enters advance schedules into Scheduler and reschedules appointments;
- Verifies and enters information, i.e. Medicaid, insurance, for visits;
- Collects payments for services, makes changes and records transactions;
- Elicits, enters and updates information concerning clients, patients, students, etc.
- Collects attendance information and enters services that were provided;
- Collates date and assists in maintaining records;
- Ensures maintenance of customer service work atmosphere with focus on pleasantly welcoming all guests and ensuring confidentiality;
- May substitute for other clerical staff members during absences, lunch breaks and in the event of illness.

PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Working knowledge of office terminology, procedures and equipment; ability to greet visitors in a pleasing manner and provide requested information; 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 whether on a typewriter or personal computer; ability to deal courteously and effectively with the public, both in person and on the telephone; ability to operate simple office and calculating equipment; ability to write legibly; clerical aptitude; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

One year of clerical experience either as a receptionist, or in providing information in person and on the telephone to the public and employees, which shall have involved typing.