

RECEPTIONIST (BILINGUAL)

Code No.: 4-05-057
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a clerical position which involves responsibility for receiving office callers and performing a variety of routine clerical duties requiring a moderate degree of decision making. Employees of this class are required to translate and interpret conversations, written material and standard forms from English to Spanish and from Spanish to English and converse with Spanish callers or visitors. The work involves answering phones, directing visitors and processing related paperwork and is performed in accordance with well-defined objectives, policies and procedures. This employee works independently under direct supervision from, and reports directly to, a higher level clerical employee or administrator. Supervision of others is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.):

Greets all callers and directs them to proper party or department in English and Spanish;

Translates and interprets conversation and written material for Spanish speaking visitors or callers;

Maintains master appointment book and schedules appointments;

Sorts, indexes, files and routes mail, requisitions, ledger cards and other material;

Prepares documents, authorizations, forms and other related paperwork;

Pulls material from files, performs file searches and maintains charge out records;

Obtains and disseminates information by telephone, correspondence and in person;

Makes arithmetic computations, compiles, and checks statistical reports;

Checks lists, reports, and forms for completeness and accuracy;

Maintains time records and payroll data;

Makes an accurate record of petty cash;

Operates office machines;

Processes permits, applications and licenses.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures, policies, functions and equipment; good knowledge of grammar and punctuation; fluency in oral and written Spanish; ability to make English-Spanish and Spanish-English oral and written translations; ability to prepare arithmetic summaries, and forms; ability to operate standard office equipment; ability to communicate effectively both orally and in writing; ability to acquire familiarity with departmental organization, laws, policies and functions; working knowledge of business arithmetic and English; ability to understand and follow oral and written directions; ability to get along with others; ability to greet and deal with the general public; clerical aptitude; accuracy; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

- (A) One (1) year paid full-time or its part-time equivalent office clerical/secretarial or customer service related experience; OR,
- (B) Successful completion of at least thirty (30) credit hours from a college or university; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B).

NOTE: Your degree or college credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee

Monroe County Civil Service Commission

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