

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
**RECEPTIONIST**

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**DEFINITION**

Under general supervision, performs public contact work in greeting, screening and routing callers and visitors; performs clerical and related tasks as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Provides non-technical information and responds to inquiries from visitors or staff using telephone directories, rotary files and other reference sources.

Receives and places incoming local and long distance calls and operates a dial or push button, cord-type or console-type telephone or switchboard.

Provides efficient telecommunications services and exercises diplomacy, resourcefulness and tact.

Calls fire fighters, employees, and staff in emergencies by contacting proper authorities for assistance.

Operates communications equipment such as paging systems, mobile radio units, and others.

Keeps records and notes and updates staff and client lists, monitors changes, reads notices and memos; contacts telephone repair service when problems arise.

Performs incidental clerical work such as filing, sorting mail, selling meals, issuing parking certificates, filling out forms and similar tasks.

Performs incidental typing where accuracy rather than speed is essential; operates simple office machines as necessary.

**COMPETENCIES REQUIRED**

Knowledge of the location of organizational units, functions, and key personnel of the employing agency.

Knowledge of good human relations practices.

Knowledge of reference and telephone guides.

Knowledge of basic office procedures.

Ability to enunciate clearly and project a pleasant voice.

Ability to cultivate memory retention concerning major programs and/or key personnel of the agency, office or installation without constant reliance on reference materials.

Ability to maintain routine records.

Ability to operate telecommunication equipment and develop skill in its use.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

The equivalent of one year of full-time experience in general office, sales, reception, tour guide or related work experience which involved direct and regular contact with people;

OR

graduation from high school or G.E.D. equivalency;

OR

satisfactory completion of a recognized job-related training course at the high school or equivalent level (MDTA, CEP, WIN, etc.) for the required experience.

#### **NOTE:**

Some departments may require applicants to demonstrate the ability to type, where accuracy rather than speed is essential.

Effective Date: 9/02 BK