



Job Classification Description

SECRETARY/RECEPTIONIST Non-Bargaining Unit

**Grade 6
Non-Exempt**

BASIC FUNCTION

To perform a variety of basic secretarial and clerical duties for a College department/program or group of assigned faculty or staff members, with a principal focus on key office reception functions, as well as basic and specialized office support tasks.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Perform key reception functions, answering phones and greeting visitors to the office: screen calls and visitors to determine nature of request or problem; refer to appropriate staff member or College office; take messages; make appointments; take standard information for billing, administrative or other purposes; distribute a variety of written information; collect and record payments; answer questions about department/college policies, procedures, fees, schedules, events, services, programs, and the like; assist with completion of forms. Place calls as requested.
- Type a variety of written materials (correspondence, exams, reports, minutes, forms, records, brochures, etc.) from handwritten, taped or typed copy, using standard typewriters and/or computer word processor. Perform some basic editing, layout and printing format design, and similar specialized tasks associated with use of word processing programs.
- Photocopy and mimeograph various materials. Collate and distribute as required.
- Maintain various department/program records and files.
- Process various incoming and outgoing documents.
- Perform routine bookkeeping tasks.
- Sort and distribute incoming mail. Prepare outgoing mail.
- Regularly back-up and assist other staff members with various specialized clerical/technical tasks related to the department's primary function, such as computer data entry and basic data retrieval tasks, form screening/sorting/coding, and the like.
- Perform related duties as assigned.

SUPERVISION RECEIVED

Direct supervision is received from an office manager, department head or other senior staff or faculty member.

MINIMUM QUALIFICATIONS

Associates degree in a secretarial curriculum, or high school plus two years of relevant secretarial/clerical experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Good basic typing, filing, reception, and other general office skills. Some word processing experience desirable. Good basic reading, spelling and math skills.
- Ability to deal with students, faculty, staff, and/or individuals from outside the College in a courteous and efficient manner.

This general outline illustrates the type of work which characterizes the job classification. It is not an all encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.