

TITLE: Receptionist

SO/22

DEPARTMENT: Sheriff's Office, Fayette County

JOB SUMMARY: This position is responsible for the provision of customer service.

MAJOR DUTIES:

- o Answers in-coming telephone calls; provides information and assistance; transfers calls to appropriate personnel.
- o Greets visitors; provides assistance; refers to appropriate personnel.
- o Posts out-going mail; sorts and distributes in-coming mail.
- o Distributes department pay checks.
- o Places office memoranda into personnel mail boxes.
- o Signs for and receives shipments or deliveries.
- o Notarized documents.
- o Receives and processes faxes.
- o Maintains employment applications; distributes applications to potential employees.
- o Allows visitors access to secure areas as appropriate.
- o Escorts visitors to appropriate locations.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office procedures.
- o Knowledge of departmental rules and regulations.
- o Skill in the operation of computers and job related software programs.
- o Skill in the operation of modern office equipment.

SUPERVISORY CONTROLS: The Deputy Director of Administration assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include county policies and procedures, postal regulations, and the safety manual. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related receptionist duties. Frequent interruptions contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to provide customer service. Success in this position contributes to the effectiveness of department operations.

PERSONAL CONTACTS: Contacts are typically with co-workers, attorneys, judges, media representatives, representatives of other law enforcement agencies, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the county to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

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DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o No experience requirements.