



# St. Bernard Parish, Louisiana

## Classification Specification

### Receptionist

Department: Housing and Redevelopment

#### Overview of Position:

The front desk receptionist/clerk performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, filing, typing and record-keeping.

#### Essential Job Functions

- Develops and maintains office forms and procedures, and assists with administrative tasks.
  - Answers central telephone system and directs calls accordingly.
  - Receives the public and answers questions, in person and by telephone; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.
  - Operate office machines as required.
  - Prepares outgoing mail; sorts and distributes incoming mail.
  - Compose; type and edit correspondence, reports, memoranda and other materials.
- Assists residents with the use of the resident computer with obtaining access to documents needed to qualify for assistance.
- Effective verbal and listening and communications skills.
  - Other duties as assigned by the Director.

#### Skills

- Communication proficiency
- Ethical Conduct
- Flexibility
- Initiative
- Time Management

#### Required Education and Experience

High school diploma or GED equivalent with course work in general office practices such as typing, filing, and mathematical skills required. Two years of increasingly responsible related experience, or any equivalent combination of related education and experience.

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