



**RECEPTIONIST (temporary)**  
**Department of Community and Family Services**  
**Salary: \$33,236.00**

This position is the initial and primary contact person for callers or visitors. The incumbent assists individuals by providing basic information about programs and procedures, by referring the individual to the appropriate personnel, and by assisting with the distribution and completion of forms and applications needed for servicing by the department. In addition, the incumbent performs a wide range of clerical support activities including skilled keyboarding for the department, as time and structure allows. The position is expected to exercise considerable judgment in how to best ascertain and meet the needs of callers in a courteous and efficient manner. Other clerical support work tends to be under more direct supervision, performed in accordance with well-established guidelines and procedures. Incumbents do not generally supervise other employees, although they may be responsible for directing the work of employees assigned to cover the station in the employee's absence.

**TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed that could reasonably be expected to be performed by an employee in this title. Provides visitors and callers with basic information concerning programs and services offered by the municipality or department; refers to appropriate personnel for more in-depth information or service; assists visitors by distributing information packages, forms and applications, assisting with completion when appropriate; collects fees, issues receipts and keeps totals of monies collected; schedules and confirms appointments and maintains appointment books or logs; keeps track of staff location or availability; takes detailed messages; contacts staff by radio or pager; sorts, time stamps and distributes mail to appropriate staff; logs forms or applications to assist in tracking of information; enters information in the computer and retrieves, as necessary, by name, number, etc.; runs a variety of printouts as required; performs skilled keyboarding to produce letters, memos, forms, etc.; performs a variety of clerical support duties relating to the needs of the municipality or department, including filing, photocopying, faxing, maintaining office supplies, preparing time sheets or recording use of benefit time, preparing bulk mailings, scheduling vehicle or facility usage, or other related activities.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER:       (A)     One year of full-time clerical work experience;
- OR:            (B)     One year of college education (30 credits equal to one year);
- OR:            (C)     An equivalent combination of training and experience as indicated in (A) and (B) above.

**SPECIAL REQUIREMENT:**

Candidates must indicate computerized keyboarding experience.

**NOTE:** You must provide a legible copy of your college transcript(s) for each college attended. Transcript(s) must show your name; your student identification number; the name of the issuing school; the type of degree received, if any; the date the degree, if any, was conferred; full course names; credit hours; grade earned for each course; and a cumulative Grade Point Average (G.P.A.). Transcripts can be submitted in person, by email to [HRExams@DutchessNY.gov](mailto:HRExams@DutchessNY.gov) or by postal mail to Dutchess County Human Resources, Exams Unit, 22 Market Street, 5th Floor, Poughkeepsie, NY 12601.

**FINGERPRINTING:** A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

For immediate consideration, submit an application on or before November 9, 2018 to:

Dutchess County Department of Human Resources  
22 Market Street, Poughkeepsie, NY 12601  
Phone: 845-486-2169  
Website: [www.dutchessny.gov](http://www.dutchessny.gov)  
An EEO/AA Employer

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