



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### RECEPTIONISTS AND INFORMATION CLERKS

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Receptionists and Information Clerks-B	R4171B	25	
Receptionists and Information Clerks-O	R4171O	30	
Receptionists and Information Clerks-A	R4171A	35	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Answer inquiries and obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within organization.

#### Nature of Work

Receptionists and information clerks are charged with a responsibility that may affect the success of an organization: making a good first impression. Receptionists and information clerks answer telephones, route and screen calls, greet visitors, respond to inquiries from the public, and provide information about the organization. Some are responsible for the coordination of all mail into and out of the office. In addition, they contribute to the security of an organization by helping to monitor the access of visitors, a function that has become increasingly important. Receptionists and information clerks use the telephone, personal computers, and other electronic devices to send e-mail and fax documents, for example. Despite the widespread use of automated answering systems or voice mail, many receptionists and clerks still take messages and inform other employees of visitors' arrivals or cancellation of an appointment. When they are not busy with callers, most workers are expected to assist other administrative employees by performing a variety of office duties, including opening and sorting mail, collecting and distributing parcels, transmitting and delivering facsimiles, and performing Internet search tasks. Other duties include updating appointment calendars, preparing travel vouchers, and performing basic bookkeeping, word processing, and filing.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Employees in this Role assist with answering telephones, routing calls, greeting visitors, providing information, and performing routine clerical tasks.

#### Recommended Education and Experience for Full Performance

High school diploma or GED.

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### Minimum Qualifications

Eighth grade education.

### Operational

- Employees in this Role independently answer telephones, greet customers, guests, or other visitors.
- Employees obtain and disseminate information, route calls, and perform clerical tasks.

### Recommended Education and Experience for Full Performance

High school diploma or GED and six (6) months of related work experience.

### Minimum Qualifications

Eighth grade education.

### Advanced

- Employees in this Role work in a specialized setting regarding additional procedures, which may include referrals, coordination of transportation, and ensuring medical contacts at facilities.
- Employees may schedule appointments and perform more complex clerical, bookkeeping, word processing, and filing tasks in addition to answering phones and greeting visitors.

### Recommended Education and Experience for Full Performance

High School diploma or GED and one (1) year of related work experience

### Minimum Qualifications

High School diploma or GED.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

### Skills

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people is saying, taking time to

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understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Service Orientation** — Actively looking for ways to help people.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Coordination** — Adjusting actions in relation to others' actions.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Monitoring** — Monitoring/Assessing performance of you, other individuals, or organizations to make improvements or take corrective action.

**Time Management** — Managing ones owns time and the time of others.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001      **Revised:** 09/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*