

# Middle Rio Grande Conservancy District

## Position Classification and Description

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**POSITION TITLE:** Receptionist  
**FLSA:** Nonexempt  
**SALARY RANGE:** 50  
**SUPERVISOR:** Administrative Officer  
**DEPARTMENT:** General Office

### **Position Summary:**

Operates PBX or multi-line telephone system to answer incoming calls and directs callers and visitors to appropriate personnel. Maintains professionalism in all interactions with internal and external customers.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Takes and delivers messages or transfers call to voice mail when appropriate personnel are unavailable.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. Answers questions and provides general information.
- Monitors visitor access and sign in visitors as required.
- Distributes employment applications and all other forms to the public, assists the public with completion of forms, reviews forms for completeness and accuracy.
- Creates and prints fax cover sheets, memos, correspondence, reports, and documents when necessary.
- Receives, sorts and routes mail, prepares outgoing mail, and records usage of postage meter.
- Manages and reconciles postage meter balances.
- Data entry for work orders and other data entry tasks.
- Other related clerical duties such as photocopying, faxing, filing and mailing.
- Orders, receives, and maintains office supplies as needed.
- Contributes to team effort and accomplishes related results as required.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High School Diploma or GED plus two years directly related experience; or equivalent combination of education and experience. Must possess and maintain a valid New Mexico Driver's License with no major traffic violations; and successfully complete a drug and alcohol screening and criminal background check.

## **Knowledge, Abilities, Skills, and Certifications:**

Knowledge of:

- business English, proper spelling, grammar, and punctuation, basic arithmetic and data entry
- Microsoft Office software products

Ability to:

- carry out instructions furnished in verbal or written format
- analyze situations and adopt appropriate courses of action
- handle multiple tasks and meet deadlines
- develop and maintain positive working relationships with district employees and the public
- demonstrate excellence in everything, and continually seek improvement in results

Skill in:

- communicating effectively, both verbally and in writing
- operating various word-processing, spreadsheets, and database software programs

## **Physical Demands:**

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee occasionally is required to stand; and walk. The employee must occasionally lift and/or move up to 20 pounds.

## **Work Environment:**

Work is generally performed in an office setting with a moderate noise level. Prolonged sitting is required on a regular basis. Tight time constraints and multiple demands are common.