

**WASHINGTON COUNTY**  
Job Description

**JOB TITLE: Secretary/Receptionist**

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**Exempt (Y/N):** No

**DEPARTMENT:** HIV Clinic

**DATE PREPARED:** August 2011

**SUPERVISOR:** HIV Clinic Office Mgr

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**SUMMARY:**

The incumbent provides general secretarial assistance and acts as receptionist and answers the telephone for the department. Ensure that all office functions are performed efficiently and in a professional and timely manner to maintain office continuity. The incumbent is essentially the 'gatekeeper' for the office as well as providing secretarial support. Initiate and install new ideas for efficient operations. Ensure that each situation is handled according to County, State and Federal policies and guidelines.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Greet individuals entering the office, provide information, or direct them to the appropriate individual within the office.
2. Answer telephones, direct phone calls to appropriate person, or take messages in a polite and efficient manner.
3. Resolve problems and deal with customers in a professional manner, when required.
4. Perform secretarial duties, which include word processing, data entry, photocopying, filing, prepare and send mailings/correspondence, open/distribute mail, FAX documents.
5. Maintain office files in an accurate and efficient manner.
6. Maintain office equipment in working condition. Call for service and /or repair, as required.
7. Receive, review, and follow-up on various reports/printouts, etc.
8. Maintain adequate supplies for the office. Reorder, as necessary.
9. Provide assistance to other office staff and perform miscellaneous duties as assigned by supervisor.
10. Conduct all liaison activities in a professional manner to ensure maximum cooperation between the clinic and other agencies.
11. Ensure that all activities are professionally and ethically performed in accordance and within the law to protect the individual rights and privacy of all patients.

12. Ensure that all duties assigned are performed in an efficient and responsible manor according to office policy and procedures.
13. Perform other duties as required or assigned.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Minimum of high school diploma or general education degree (GED) with some clerical/secretarial schooling and /or word processing training; and 1 to 1 ½ years previous secretarial/clerical experience in general office skills. Previous customer service experience would be beneficial.

**OTHER SKILLS and ABILITIES:**

The incumbent should possess good communication skills, as frequent contact is required with the public and others. Also, should have knowledge of modern office practices, procedures, and equipment. The incumbent should also possess good organizational skills for prioritizing workloads. Clerical/Secretarial skills include computer skills, software application knowledge, accurate typing, calculator (10-key), copier, FAX, etc. Must be computer literate and have some knowledge of legal papers for understanding and interpretation. Bilingual is preferred.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel objects. The employee must occasionally walk, reach with hands and arms, and kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include the ability to adjust focus and close vision.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.