

## CITY OF UTICA

# NOTICE OF VACANCY

**THE CITY OF UTICA**  
announces that a vacancy exists in the City of Utica for  
**RECEPTIONIST**

**Salary:** \$34,720 - \$38,523

**Classification:** CSEA, Competitive Position  
Membership in the NYS Retirement System is Mandatory  
Eligible for Health Insurance and Dental Insurance

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Youth Bureau. This is clerical work requiring knowledge of specific office functions and staff where the position is assigned and involving coordination of the prompt meeting of visitors or clients with staff members who are best able to meet their needs. Additionally, employees in this class perform related clerical tasks such as screening telephone calls, taking messages, making extension connections, pulling appropriate files, and maintaining lists of names and addresses of persons who have passed through the reception area on a particular day. The work is performed under general supervision of higher ranking employee in the department. Supervision over the work of others is not a responsibility of employees in this class. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:**

Receives visitors, answers telephone calls, and provides requested information or makes appropriate referrals to staff members of the assigned department;  
Operates a telephone desk-top console at reception desk, takes messages, gives general information and connects callers with proper offices;  
Pulls materials from files and makes simple file searches in answer to telephone or visitor requests;  
Performs reproduction and collating duties associated to receptionist duties;  
Performs clerical work including opening and distribution of mail and related files;  
Maintains simple account records concerning matters referred to the office where the position is assigned which may involve operating an adding machine;  
Types letters and memoranda from handwritten or draft copy;  
May substitute for other clerical staff members during absences, lunch breaks, and in the event of illness;  
Does related work as required.

**ENTRY LEVEL KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:** Working knowledge of office terminology, procedures and equipment; basic computer skills, including the knowledge of Microsoft Word, Excel, Microsoft Outlook, or the ability to learn; ability to greet visitors in a pleasing manner and provide requested information; ability to refer visitors to appropriate staff member after ascertaining their needs; ability to understand and follow oral and written instructions; ability to type accurately at an acceptable rate of speed; ability to deal courteously and effectively with the public both in person and on the telephone; ability to operate simple office and calculating equipment; ability to write legibly; clerical aptitude; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from High School or High School Equivalency Diploma and one (1) year of clerical experience either as a receptionist or in providing information in person and on the telephone to the public and employees, which shall have involved typing.

**Applications:**

Applications/resumes should be submitted to Civil Service, Utica City Hall, 1 Kennedy Plaza, Utica, New York 13502. Resumes should be submitted by the Civil Service Office.

*For more information about this position, please call the Youth Bureau at (315) 223-4320.*

*This posting is for filling a position on a provisional basis, a Civil Service Exam will be scheduled in accordance with NYS Civil Service Law.*

Applicants must be residents of the City of Utica.

**THE CITY OF UTICA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

It is the policy of the City of Utica to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, military status, genetic predisposition, carrier status, political affiliation or belief.

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