



RECEPTIONIST (HELP PROGRAM) (SPANISH SPEAKING)

Department of Community and Family Services

Salary: \$39,875

This position is the initial and primary contact person within a division or department 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. This title also performs the additional task of providing English-Spanish translation, both from conversation and from written documentation. The position differs from Office Assistant or Program Assistant in that its primary focus is to assist and serve the public and other outside callers, rather than serving a specific program or administrator. 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:

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; translates written correspondence and conversations from English to Spanish and from Spanish to English; may provide bilingual services in connection with departmental business in court or at other off-site locations as needed.

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:

In addition to meeting the qualifications listed above, candidates must have the ability to speak, understand, read and write vernacular Spanish.

WHAT IS THE HELP PROGRAM? The HELP Program was developed to assist New York State in addressing a shortage of workers for some of our most important positions: health and human services. This program waives exam requirements to help New York State agencies more quickly hire diverse, qualified permanent employees.

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 04/03/2026.

Apply online at www.dutchessny.gov/jobs

OR

Download an application from www.dutchessny.gov/jobs

and mail it to the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601

An EEO/AA Employer