

Job Opening

#12-018-The Oklahoma Insurance Department has an opening (**In the Tulsa Office**) in the Executive Division for a Receptionist. The salary range is \$25,000 to \$32,000. **Submit résumés by 5:00 p.m., June 15, 2012.**

Oklahoma Insurance Department
Attn: Human Resources
3625 NW 56th St, Ste 100
Oklahoma City, OK 73112
by e-mail to: humanresources@oid.ok.gov

DEFINITION

Under general supervision, act as main backup to front desk receptionist, answering all initial telephone inquiries to the main department number, directing calls to the appropriate division and greeting and directing visitors. Under direct supervision, perform general clerical duties in the Legal Division.

DUTIES AND RESPONSIBILITIES

- Back up the front desk receptionist during the lunch hour and breaks and when the front desk receptionist is out on leave
 - Receive and direct incoming telephone calls
 - Greet persons entering department, determine nature and purpose of visit, and contact the proper division
 - Maintain an orderly appearance in the front reception area
 - Collect, log, and sort packages from couriers
 - Perform administrative support tasks such as, but not limited to, typing letters and labels and sorting files
 - Collect checks from customers and issue receipts.
- In the Legal Division, open and close files as directed, answer phones as needed, and perform data entry and light filing and copying
- Perform other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of telephone etiquette and procedures and administrative and clerical procedures
- Knowledge of principles and processes for providing good customer service, including assessing customers' needs, meeting quality standards for services, and evaluating customer satisfaction
- Good communication skills and the ability to listen and understand various customer needs
- Ability to maintain effective working relationships with others and to represent the department with a high level of professionalism
- Good computer skills using Microsoft Office, specifically Word, Excel and Outlook

EDUCATION AND EXPERIENCE

Two years of experience in clerical office work with some experience as a receptionist or an equivalent of combination of education and experience

NOTE: Employees of the Oklahoma Insurance Department cannot have an immediate relative who is financially interested, directly or indirectly, in any insurer, agency or insurance transaction (except as a policyholder or claimant). The selected applicant must not have a felony conviction and must pass a background check. Applicants must have a valid driver's license.