

RECEPTIONIST

General Purpose

Under general direction, meet the public and assist callers by directing or transferring them to the appropriate person or office; assist public in obtaining various city hall services; provide clerical support to staff; assist in the administration of standard operating policies and procedures of the assigned department; and perform related clerical work as required.

Supervision Received

Works under the close supervision of the Secretary to the City Manager.

Supervision Exercised - None.

Essential Duties and Responsibilities

Answers inquiries concerning the location and function of various sections and personnel of the City.

Greets visitors and directs them to sources of information, appropriate personnel or offices.

Gives out standard forms, explains how to complete them, and screens for completeness.

Answers telephone, providing information and routing calls.

Takes and relays messages.

Receives and dispatches mail.

Types general correspondence, rough drafts and other documents and forms from clear copy.

Performs general clerical tasks as needed.

Inventories and orders all office supplies.

Provides business license information to the public and staff.

Takes in business license applications and fees.

Peripheral Duties

Operates a vehicle to run errands.

May serve on various employee committees, as required and assigned.

Desired Minimum Qualifications

Education and Experience:

(A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and (B) one year of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices; some knowledge of city services and recreation programs.

(B) Skill in operation of listed tools and equipment.

(C) Ability to perform cashier duties accurately, ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Tools and Equipment Used

Telephone switchboard; personal computer including word processing software; typewriter; copy machine, postage machine; fax machine, calculator, credit card terminal.

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 frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

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

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 varies from quiet to moderately loud.

Selection Guidelines

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: 1-1-97

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