

## 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/administrative 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 Executive Assistant to the City Manager. May receive assignments from other departmental staff.

### **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 and basic/simple building permits, explains how to complete them, and screens for completeness.
- Schedules Inspections for the Building Department.
- Provides basic answers to Planning inquiries.
- Answers telephone, providing information and routing calls; takes and relays messages.
- Receives, opens, sorts and distributes incoming mail. Maintains the outgoing mail system.
- 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.
- Business License: Provides business license information to the public and staff; takes in license applications and fees.
- Receives and processes payments; issues receipts; completes proper forms, maintains cash box.
- Prepares and maintains calendar for department/division operations
- Maintains the City Scroll

### **Peripheral Duties**

Operates a vehicle.

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 involving clerical work and meeting the public, 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; proper English usage, grammar, punctuation, vocabulary and spelling

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

(C) Ability to: perform cashier duties accurately, meet the public with poise, understand public inquires and assist them in getting them help; learn and remember a wide range of information about the personnel, organization and procedures of the departments; communicate effectively verbally and in writing; handle stressful situations; type at a moderate rate of speed; maintain strict confidentiality of information, multitask, learn the activities and operations of city, understand and follow complex oral and written instructions; perform arithmetical calculations using addition, subtraction, multiplication and division; effectively and tactfully communicate in both oral and written forms, intermittently bend and twist to reach equipment on surrounding desk; intermittently reach above and below shoulder level to reach books, files reports on shelves and in filing cabinets, squat and kneel to reach files and related documents; sit at a desk using near vision for long periods of time; speak English.

**Tools and Equipment Used**

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

**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; bend, twist and squat.

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.

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