

RECEPTIONIST

DEFINITION

Under general supervision, operates a multi-line telephone system to answer incoming calls; directs callers to appropriate personnel; performs a wide variety of clerical and administrative tasks for all City departments and employees, and deals professionally and courteously with the public. Performs such other duties as may be required.

DUTIES

Answers multiple phone lines, routes calls and takes messages.

Receives the public and handles routine inquiries and business or refers to proper office or person.

Performs routine clerical work including:

- Typing prepared forms or letters.
- Filing, posting and sorting.
- Provide clerical assistance to the public and/or other City departments and its employees.

Receives, sorts and distributes mail.

Operates office equipment such as a cash drawer, adding machine, copy machine, postage machine and computer.

Orders, receives, stocks, and distributes office supplies.

Additional duties as required.

SPECIAL REQUIREMENTS

Regularly required to sit and use office equipment and computers, which may cause strain.

Occasionally required to stand and bend, kneel, or crouch.

Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Possession of a valid driver's license.

Must live within 35 mile radius of City Hall.

KNOWLEDGE AND SKILLS

Knowledge of:

- Modern office practices, procedures, equipment, and software.

Ability to:

- Perform clerical work involving the use of independent judgement.
- Deal professionally and courteously with the public.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Understand and carry out oral and written directions without close supervision.
- Type at a minimum speed of 45 WPM.

EDUCATION AND EXPERIENCE

Any combination of training and experience which is likely to provide the required knowledge and skill is acceptable.

Typically this includes:

- Education equivalent to graduation from high school.

AND

- Minimum one year office experience involving frequent contact with the public.