

RECEPTIONIST

DEFINITION

Under immediate supervision, serves as a vital communication link between a City department and the community while performing general clerical work.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Receives a large volume of visitors and telephone calls, determines nature of business, directs callers to appropriate destinations, and takes messages. Answers routine questions related to the department. Represents the department on initial contact with the public. Compiles, tabulates and assists in the preparation of routine reports. Assists staff in assembling mailings. Keeps records. May receive, log and distribute mail. May operate microcomputer. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

The work of this class is routine clerical work involved in receiving visitors, answering questions and telephone calls, and directing visitors to appropriate person/place. Work of this class involves considerable public contact requiring courtesy, tact, discretion and overall knowledge of the department.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of general office work involving substantial public contact and telephone work and graduation from high school, or any equivalent combination of education and experience which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of business English and arithmetic; general office practices and procedures; and proper telephone etiquette.

Ability to follow oral and written instructions; learn departmental functions, activities, organizational structure and names of key personnel within a short period of time; handle a large volume of incoming calls and visitors promptly, tactfully and equitably; write legibly and use correct grammar; make simple arithmetic computations accurately; maintain effective working relationships with other City employees and the general public.

CHARACTERISTICS OF SUCCESSFUL PERFORMER

Successful performers are courteous, tactful individuals who enjoy working in a fast-paced environment with a large number of incoming telephone calls and visitors. These individuals enjoy dealing with the public, maintain composure in busy and demanding environments, and provide professional, friendly and helpful service to customers.

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