

SENIOR PERSONNEL RECEPTIONIST (UC)DEFINITION

Under general supervision, serves as principal receptionist for the Personnel Services Department and performs general clerical work.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Represents the Personnel Services Department on initial contact with the public and assists callers in person or by referring them to the appropriate office. Receives a large number of visitors and telephone calls, determines the nature of the call and personally responds to the inquiry or directs the caller to the appropriate individual, department or agency. Answers routine inquiries about the City's practices and procedures on personnel matters such as recruitment, hiring, benefits and salary structure, and refers the more complex inquiries to other departmental staff. Directs callers to other City departments, County, State or Federal agencies, depending upon the nature of the call. Assists applicants in completion of employment applications, accepts and files resumes and applications for employment. Assists prospective and new employees in completing required forms such as medical profile, I-9, and Oath of Office. Mails and distributes recruitment bulletins to designated individuals or agencies. Keeps records and compiles, tabulates and assists in the preparation of routine reports. Verifies employment and salaries. Types correspondence and reports and enters and retrieves data using an electronic typewriter and microcomputer. Supervises other reception staff. Performs other functions that may be 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. This class differs from the Personnel Receptionist position in that this class requires more independence of action and includes the supervision of other reception staff. Personnel Receptionist may promote to Senior Personnel Receptionist by meeting career development proficiency requirements.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of support staff experience involving substantial public contact including one year of reception experience in a full service personnel department or any equivalent combination of education and experience which provides the following knowledge, skills and abilities:

Knowledge of: The practices and procedures of a public sector personnel office; office equipment; clerical techniques and proper telephone communication etiquette.

Ability to: Type at a corrected rate of no less than 20 words per minute; 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; speak clearly and concisely; maintain effective working relationships with the public and other employees; supervise other reception staff.

Skill in: The operation of a personal computer is desirable.

#### CHARACTERISTICS OF SUCCESSFUL PERFORMER

Successful performers are courteous, tactful and very patient. They enjoy working with the public, on the phone or in person, in a fast-paced, high-volume environment. They maintain their composure under the most demanding circumstances, and provide accurate, professional and friendly service to callers.

Class title established per Council Resolution No. 91-103,  
effective 12-1-91

Revised 5-92  
Reviewed: 4/02

ADA approved: 07/02