

SENIOR RECEPTIONIST

DEFINITION

Under general supervision, serves as principal receptionist for an agency department and performs general clerical work.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Represents the agency/department on initial contact with the public and assists callers in person or by referring them to the appropriate office. Receives a high volume 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.

Most inquiries concern incumbent's department, but may include inquiries concerning referrals to other departments, State, Federal and local government jurisdictions and community organizations. Independently performs certain clerical duties for the department, which involves decision-making functions, such as accepting certain documents as being bonafide and correct in order for the customer to proceed in a process, receive certain information or receive certain City services. Assists in other areas as necessary, such as compiling data, tabulating, filing, logging and distributing material. May type correspondence and enter/retrieve data using an electronic typewriter or microcomputer. May supervise lower level support staff and part-time or temporary employees. Performs other related functions as required.

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 Receptionist position in that this class requires more independence of action and may include the supervision of other reception staff.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to high school graduation supplemented by two years of experience involving substantial public contact and responsibility for certain department clerical functions, or any 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, clerical techniques and proper telephone communication etiquette; City of Santa Ana's organizational structure, functions, and key personnel; local Federal and State government resources; quality customer service.

Ability to: Follow oral and written instructions; handle a large volume of incoming calls and visitors promptly, tactfully, equitably and accurately; write legibly and use correct grammar; make good-judgement decisions in a timely manner; make simple arithmetic computations accurately; maintain effective working relationships with the public and other employees; type 20 words per minute.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers have great patience, are courteous and helpful and have a tactful demeanor. These individuals enjoy working with the public, whether on the phone or in person, in a fast-paced high-volume environment. They maintain their composure under the most demanding circumstances, while providing accurate professional, friendly and helpful service to the customers.

Class Specification Approved: 6/92