

MAJOR FUNCTION

This is personal and telephone reception work in an office receiving a large number of visitors or calls daily. An employee performs receptionist duties that involve receiving and routing visitors, answering and placing telephone calls, and public relations work through contact with visitors and callers. Duties may also include performing related clerical functions such as typing and filing. The work is performed under the general supervision of a supervisor to ensure that established policies and procedures are observed.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Uses tact, courtesy, and basic interviewing techniques in giving particular information to utility customers and the general public regarding the services rendered by the City. Provides general information concerning the location and services offered by other City departments. Screens individuals and calls by securing information so that they may be given correct information or by directing them to an appropriate source. Takes messages for personnel as required. Receives, sorts, and distributes incoming and outgoing mail. Maintains order in the reception room and makes certain that information brochures and other reading material are available. Performs related work as required.

Other Important Duties

May perform miscellaneous clerical duties such as typing form letters, data entry, filing, and making photocopies. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of telephone operations. Ability to speak clearly and distinctly in a well-modulated and pleasant voice. Ability to remember accurately, within a reasonable training period, the names and locations of personnel in the section served and to understand essential department operations and programs. Ability to use and operate standard office equipment, including microcomputer and the associated programs and applications necessary for successful job performance. Ability to operate a telephone calmly and efficiently under heavy workload. Ability to keep simple records accurately. Ability to understand and follow oral and written instructions.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year of experience that includes receptionist, sales, service industry, or clerical work involving heavy public contact.

Necessary Special Requirement

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment for any designated positions allocated to this class.

Established: 08-20-79

Revised: 05-17-88

01-18-90

02-03-92

02-05-92

11-23-93

07-14-00

04-13-04*

02-19-10*