

## RECEPTIONIST

### DEFINITION

Under supervision, provides a variety of routine office support activities to various City departments, which include telephone and counter reception, processing incoming mail, word processing, data entry and organization, record keeping and filing; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Supervision and training is given by the Executive Assistant. No direct supervision of staff is exercised.

### CLASS CHARACTERISTICS

This is a general office support class. Initially under close supervision, incumbents with basic office support skills learn City and departmental practices and procedures. As knowledge and experience are gained, the work becomes broader in scope and assignments are more varied and are performed under more general supervision. This class is distinguished from the Administrative Assistant in that the latter provides varied office administrative and secretarial support to a department head and related management, professional, and supervisory staff and performs technical support work related to the department to which assigned.

### EXAMPLES OF DUTIES (Illustrative Only)

- Performs general receptionist duties; receives and screens visitors and telephone calls; takes messages, directs callers and visitors to the proper office or person, and/or provides factual information regarding City and departmental activities and functions, which may require the application and explanation of rules, policies, and procedures.
- Sorts and files correspondence, reports, forms, receipts, vouchers and other documents.
- Composes standard correspondence, such as transmittal letters, from prior materials or brief instructions, using a word processor or computer with form templates.
- Enters, edits, updates, and retrieves data from narrative reports or spreadsheets and prepares periodic or special reports, following established formats and menus; may perform data entry.
- Establishes and maintains office files, following an established filing system; researches and compiles information from such files; purges files as required.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, and arranging for equipment purchase and maintenance.
- Processes and distributes incoming and outgoing mail.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Standard office practices and procedures, including reception, telephones, filing and the use of standard office equipment.
- Basic principals and the standard format for report and correspondence preparation.
- Computer applications related to the work, including word processing and basic spreadsheet applications.
- Record keeping and filing principles and practices.
- Basic business arithmetic.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

### **Skill in:**

- Performing a wide variety of office support duties requiring the use of independent judgment.
- Interpreting and implementing policies, procedures and computer applications related to the work.
- Composing correspondence and reports independently or from brief instructions.
- Making basic accurate arithmetic calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Filing with speed and accuracy.
- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.
- Using initiative and independent judgment within established procedural guidelines and written directions.
- Establishing and maintain effective working relationships with those contacted in the course of the work.
- Providing exceptional customer service to coworkers, internal customers and the public.

### **Education and Experience:**

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school and one year of office support, secretarial or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable.

### **Physical Demands:**

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.