

Job Title: **Receptionist**



Classification: **Non-Exempt**

Department: Fire

Division: Fire Suppression

Supervisor: Administrative Assistant

Effective: 04/09/2018

## **I. JOB SUMMARY**

The Receptionist is responsible for the efficient and courteous operation of the multi-line telephone system; greeting, answering questions and directing callers and walk-in guests to the appropriate individual or department in a professional, courteous, tactful and timely manner; and maintaining the appearance of the administrative office lobby area. This position also performs general office support duties for the Administrative Assistant to the Fire Chief, including word and data processing; mail processing; office equipment operation; document preparation and filing. All duties must be performed in a professional and productive manner. This position has no supervisory responsibilities. Individual will perform other duties as delegated or assigned by Supervisor or designee.

## **II. EDUCATION REQUIREMENTS**

- High school diploma or GED is required.
- Minimum one (1) to two (2) years' experience in an administrative office or customer service position.

## **III. EMPLOYMENT REQUIREMENTS**

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a pre-employment drug, physical and pre-placement screening administered by the City of Mission appointed physician at the City's expense.
- Must have a current valid class "C" driver's license from the Texas Department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

## **IV. KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS**

- Ability to follow a firm work schedule as directed by Fire Chief or Supervisor.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to deal with citizens inquiries tactfully, courteously and in a professional matter in person or by phone.
- Ability to work proficiently in Microsoft Word, Excel, PowerPoint and E-Mail.
- Ability to communicate verbally and written in English and Spanish.



- Ability to represent the Fire Department and its services in a positive and accurate manner.
- Ability to answer telephones courteously and write and relay messages accurately.
- Ability to perform assigned work within well-defined guidelines.
- Ability to operate multiple-line telephone equipment.
- Ability to work independently, highly responsible, and of high professional and ethical conduct.
- Ability to maintain and prepare complex records, insuring confidentiality.
- Ability to follow set procedures for keeping records.
- Ability to compute and record numbers correctly.
- Ability to establish and maintain effective working relationship with office staff, elected officials and the general public.
- Ability to perform work that is routine and detailed.
- Ability to perform various tasks and prioritize the same efficiently.
- Ability to type 45 words per minute.

**V. EQUIPMENT/MATERIALS**

General office and safety equipment/materials to include but not limited to the following:

- Telephone, City vehicle
- Printer, 10 key calculator, Keyboard
- Computer mouse, Paper cutter, Hole puncher, Stapler
- Ruler, Pens, Pencils, Highlighters
- Postage Meter, Fax machine
- Computer software, Copy machine
- Personnel Policy Manual

**VI. ESSENTIAL JOB FUNCTIONS**

- Answers telephone calls, screens them to expedite response.
- Addresses concerns of walk-ins of the City of Mission residents, determining routing of inquiries to resolve issues at hand.
- Maintains general files, prepares correspondence, memorandums, reports, and distribution of such as assigned by Supervisor.
- Deliver documents to City Hall.
- Process and review mail and make necessary distribution within the department.
- Receives incoming calls, messages and routes to appropriate staff.

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- Perform bookkeeping tasks.
- Organizing of files, making copies, and faxing information when needed.
- Maintains the filing of all incoming correspondence.
- Assist in organizing Fire Department special events.
- Undertakes assignments/projects assigned by the Fire Chief or Supervisor.
- Perform other related duties as assigned by Fire Chief or Supervisor.

**VII. NON-ESSENTIAL JOB FUNCTIONS**

- Under takes projects as assigned by the Fire Chief or Supervisor.
- Assesses and prioritize calls. Directs each call to a source of assistance according to specific type of call.

**VIII. WORK ENVIRONMENT**

Exposure to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)	X			
Work nearmoving mechanical parts	X			
Work in high, precarious places	X			
Extreme heat (non-weather)	X			
Extreme cold (non-weather)	X			
Outdoor weather conditions	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Extreme Noise	X			
Vibration	X			

**IX. MANUAL DEXTERITY**

Both fine and gross hand manipulation is required to perform essential job functions. Gross hand manipulation is performed to grip a series of files and reposition a keyboard to different computer stations. Fine finger dexterity is required to log data, type and take hand notes.

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**MATERIAL HANDLING ACTIVITIES**

<b>Task</b>	<b>Weights</b>	<b>Frequency</b>	<b>Performance</b>
<b>LIFTING</b>	Up to 5 lbs	<b>F</b>	Folders to be filed from waist to maximum of shoulder level.
	6-10 lbs	<b>O</b>	Books from floor to waist level.
	11-20 lbs	<b>O</b>	Books from floor to waist level.
	21-25 lbs	<b>O</b>	Stack of books, floor to waist level.
	26-50 lbs	<b>O</b>	File boxes from floor to waist and shoulder level.
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	
<b>CARRYING</b>	Up to 5 lbs	<b>F</b>	Folders to be filed from waist to maximum of shoulder level up to 25 feet.
	6-10 lbs	<b>O</b>	Ordinance/minute book from floor to waist level up to 6 feet.
	11-20 lbs	<b>O</b>	Fire procedure books from floor to waist level up to 25 feet.
	21-25 lbs	<b>O</b>	Stack of reports, floor to waist level up to 25 feet.
	26-50 lbs	<b>O</b>	File boxes from floor to waist and shoulder level up to 25 feet.
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	
<b>PUSHING/PULLING</b>	Up to 5 lbs	<b>F</b>	File drawer to access documents.
	6-10 lbs	<b>N</b>	
	11-20 lbs	<b>N</b>	
	21-25 lbs	<b>N</b>	
	26-50 lbs	<b>N</b>	
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	

**N-Never O-Occasional 1-33% F-Frequent 34-66% C-Constant 67-100%**

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**NON-MATERIAL HANDLING ACTIVITIES**

Task	Frequency	Performance
<b>CLIMBING</b>	<b>O</b>	City Hall entrance steps.
<b>STOOPING</b> (bending at w aist)	<b>O</b>	To retrieve books from floor area.
<b>KNEELING</b> (one or both knees)	<b>N</b>	
<b>CROUCHING</b> (bending at hips/knees)	<b>O</b>	To open file draw er at bottom section.
<b>CRAWLING</b>	<b>N</b>	
<b>REACHING</b>	<b>F</b>	Full/partial arm extension to retrieve book, materials and supplies.
<b>TWISTING/TURNING</b> (rotation)	<b>F</b>	Sitting and standing up to 180 degrees at neck, w aist and shoulder level.
<b>HANDLING</b> (manipulated objects)	<b>C</b>	Boxes of files.
<b>STANDING</b>	<b>F</b>	Filing, copying, faxing, answ er telephone, talking to co-w orkers.
<b>WALKING</b>	<b>F</b>	Retrieve files and book from storage area.
<b>SITTING</b>	<b>C</b>	Typing by computer or typw riter and w hile attendin meetings.
<b>FINGERING</b> (finger dexterity)	<b>F</b>	Typing correspondence, minutes and hand w ritten notes.
<b>GRASPING</b> (w hole hand activities)	<b>F</b>	Reports, books, telephone, city vehicle steering w heel, and files.
<b>N-Never O-Occasiol 1-33% F-Frequently 34-66% C-Constant 67-100%</b>		

I, \_\_\_\_\_ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date