
Job Title: **CEED Receptionist**
Classification: **Non-Exempt**

Department: Mission EDC

Supervisor: CEO



Division:

Effective: 09/05/2016

I. JOB SUMMARY

The Receptionist for the Center for Education and Economic Development (CEED) is also part of the Mission EDC team. The CEED receptionist is the first person the public will make contact with when entering the building; thus, this person must be professional in appearance and have excellent communication and customer service skills. In addition, the CEED Receptionist must be able to perform routine clerical duties including answering and managing multi-line telephone/switchboard, greeting and directing guests, receiving and logging mail and deliveries, various data entry, scheduling reservations for conference rooms, class rooms, and lecture hall. The successful candidate must have the ability to manage multiple tasks simultaneously and maintain a high level of integrity and confidentiality of information as required by Mission EDC.

II. EDUCATION REQUIREMENTS

- High school diploma or GED required.
- One - Two years of experience preferred in an administrative or executive office.
- Must be able to type 50 wpm and have good filing skills
- Must be proficient in working with personal computer, typewriter, and general office equipment.
- Must be knowledgeable of Microsoft Work, Excel, Internet, E-mail, and Outlook.
- Must be able to use a 10 key calculator.
- Must be able to communicate proficiently in the Spanish and English language.

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. SKILL ABILITY REQUIREMENTS

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to maintain and prepare complex records, insuring confidentiality.
- Ability to compute and record numbers correctly and follows procedures for keeping records.
- Ability to deal with public relation issues and various types of citizen inquiries tactfully, courteously, and in a business manner.

- Ability to perform work that is routine and detailed.
- Ability to perform a wide variety of different types of tasks without it causing a loss of efficiency.
- Ability to speak and write clearly and accurately.
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy.
- Ability to handle special projects of diverse nature as assigned.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to maintain effective working relationships with office staff, auxiliary departments, elected officials and the public.
- Ability to read and interpret documents such as safety rules and city policy procedures.
- Ability to complete tasks within specified deadlines.

V. ESSENTIAL JOB FUNCTIONS

- Provide high level of customer service
- Supports Mission EDC staff where needed
- Familiar with internal computer system and databases
- Produces typed correspondence and other secretarial duties as necessary
- Helps maintain and prepare calendar of appointments, grand openings, ribbon cuttings, open houses and retreats
- Provides participants with agendas, pertinent background information relevant to scheduled activity and a list of topics to be discussed
- Answers telephone with clear, courteous, and business voice, and direct the calls to the appropriate destination to expedite response
- Address concerns of walk-ins or phone inquiries to resolve issues in a timely manner
- Maintain general files, prepare correspondence, memorandums and reports, and distribution of such
- Assists in maintaining inventory for office supplies and making sure supplies are received
- Enter or post data into computer as directed.
- Must be able to tactfully keep loiterers away from EDC property
- Email or fax information to different departments, vendors, and/or clients
- Processes accounts payable invoices and submits to Finance for processing
- Perform all job functions with special attention placed on good public relations, safety, and proper office procedures in compliance with EDC/City policies.
- Familiar with various social media platforms, including Twitter, LinkedIn, Facebook, YouTube, Instagram, and more.
- Perform other duties as assigned

VI. NON-ESSENTIAL JOB FUNCTIONS

- Assist and attends community/special functions coordinated through Mission EDC.
- Undertakes assignments/projects assigned by the Chief Executive Officer and or Chief Operating Officer.

VII. EQUIPMENT/MATERIALS

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

- Personal computer
- 10 key calculator
- Typewriter
- Printer
- CD's
- Binding Machine
- Manual Hole Puncher

VIII. WORK ENVIRONMENT

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

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

IX. MANUAL DEXTERITY

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations and transport binders, books, storage boxes, chairs and boxes of paper to storage or printing areas. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters and memos, input data in computer and document information needed for day to day tasks.

X. PHYSICAL DEMANDS ANALYSIS

MATERIAL HANDLING ACTIVITIES

Task	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6 - 10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26 - 50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
CARRYING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, calculator from waist to maximum of shoulder level.
	6 - 10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26 - 50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
PUSH/PULLING	Up to 5 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6 - 10 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26 - 50 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	

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

NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use three step stool or six step ladder to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down to floor area.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer, tower, and printer.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplies, books, at shoulder level, opening file drawers, pick up and deliver documents.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50 walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
GRASPING (w hole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser,
N - Never O - Occasional 1-33% F-Frequently 34-66% C - Constant 67 - 100%		

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