

City of Mission Job Description

Job Title: **Receptionist**

Classification: **Non-Exempt**

Department: Public Works



Division:

Supervisor: Public Works Director

Effective: 08/25/2008

I. JOB SUMMARY

This is a non-supervisory work, as a receptionist and clerk typist, providing telephone information and transferring calls to the various Public Works Departments. The receptionist greets visitors and offers them refreshments. An audible and discernible yet pleasant voice projection is required as the receptionist will dispatch field crews and answer calls from the field crews via a radio transmitter that is broadcast city wide. Performs general office work. Occasionally prepares simple reports and or records. Employee has daily contact with the public requiring tact, courtesy and diplomacy. Decisions are made on a routine level. Receptionist must be able to maintain composure during emergencies or overload of phone calls, visitors, and dispatching. Individual will be assigned other duties by supervisor/department head as needed.

II. EDUCATION REQUIREMENTS

- High School Diploma or G.E.D required.
- Must have oral and written communication skills in English to at least the 9th grade level (to include correct spelling).
- Must have two (2) years experience as a receptionist or dispatcher preferred or in lieu of experience a certificate of graduation from an accredited school/program in office skills.
- Must be able to type 40 wpm and have good filing skills.
- Must be proficient in working with personal computer, typewriter, and general office equipment.
- Must be able to communicate proficiently in the English and Spanish 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 drug, physical, and pre-placement screenings administered by the City of Mission doctor at the City's expense.
- Applicant must have a neat and professional appearance.
- Applicant must have a current valid class "C" driver's license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL AND ABILITY REQUIREMENTS

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

Job Title: **Receptionist**



con't – page 2

- Ability to compute and record numbers correctly.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to establish and maintain effective working relationship with office staff, other city departments, elected officials and the general public.
- Ability to perform work that is routine and detailed.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to speak and write clearly and accurately (to include correct spelling).
- 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 read and interpret documents such as safety rules and city policy procedures.
- Ability to use different types of management, work order and scheduling software.

V. ESSENTIAL JOB FUNCTIONS

- Will keep the Director informed of ALL REQUEST FOR SERVICE CALLS via intra-net pop up window, phone text messages or whatever media is used for messaging by the department.
- Receives visitors to the office in a professional, tactful, cheerful manner.
- Answers telephone, screens calls and answers questions or transfers inquiries to proper department and makes sure that the transfer was completed.
- Communicates information on the radio broadcast to field crews, supervisors or other departments.
- Follow up on request for service calls that are transferred or forwarded to managers, supervisors, foremen or management personnel and advise director of status.
- Logs all phone calls coming in and requires all visitors to the office to sign in and issues a temporary visitor badge.
- Will review management schedules on the network scheduling software before issuing a tentative appointment date for the personnel on the schedule.
- Will inform vendors of days and times that office will receive vendors.
- Through schedule or phone contact will know where management is at all times.
- Will understand basic functions and territories served by Mission Public Works.
- Sorts incoming mail and places it in the appropriate mail slot.
- May assist departmental secretaries or department head secretaries in the function of their duties after approval of department managers.
- Will start and refresh coffee bar for visitors, staff meetings or conferences as needed or requested by department managers.
- Will enter daily work orders on work management software.
- Will print reports and become familiar with preparing payroll documents.
- Will issue and keep track of all fuel cards.

Job Title: **Receptionist**

con't – page 3

- Will perform the tasks of other secretaries on a basic level as needed or during their extended absence.
- May assist other office personnel as needed.
- Must understand fully how to navigate windows type programs to include but not limited to Windows 2000, MS Office software's, Network Software current versions or as revised.
- Must understand and be able to communicate using internet e-mail or intra-mail, text messaging and other message media.
- Must be able to tactfully keep loiterers and field employees out of receptionist area.

VI. NON-ESSENTIAL JOB FUNCTIONS

- **None**

VII. EQUIPMENT/MATERIALS

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

- Personal computer, Computer keyboard, Computer mouse
- Computer printer, Computer software, Diskettes & CD's
- Ten key calculator, Typewriter, City vehicle
- Telephone, Two way radio, Binding machine
- Commercial coffee machine, Binding machine, Pens, pencils
- White-out, highlighters, Computer scanners, Stapler, rulers
- Fax machine, Copy machine, Flashlight
- Paper cutter, Manual hole puncher, Electric hole puncher
- Policy & procedure handbook

VIII. WORK ENVIRONMENT

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

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

Job Title: **Receptionist**



con't – page 4

IX. MANUAL DEXTERITY

Both fine and gross hand manipulation is required to perform essential job functions. Fine hand manipulation is utilized to document information. Gross hand manipulation is Required to enter data into computer and type letters and information needed for day to day tasks.

X. PHYSICAL DEMAND ANALYSIS

MATERIAL HANDLING ACTIVITIES

Tasks	Weights	Frequency	Performance
LIFTING	Up to 5 lbs.	F	Books, papers, pens, pencils, telephone,
	6-10 lbs.	F	Books, binders, calculator, telephone, office supplies
	11-20 lbs.	F	Books, binders, calculator, telephone, office supplies
	21-25 lbs.	N/A	
	26-50 lbs.	N/A	
	51-75 lbs.	N/A	
	76-100 lbs.	N/A	
	Over 100 lbs.	N/A	
CARRYING	Up to 5 lbs.	F	Books, binders, calculator, telephone, office supplies
	6-10 lbs.	F	Books, binders, calculator, telephone, office supplies
	11-20 lbs.	F	Books, binders, calculator, telephone, office supplies
	21-25 lbs.	N/A	
	26-50 lbs.	N/A	
	51-75 lbs.	N/A	
	76-100 lbs.	N/A	
	Over 100 lbs.	N/A	
PUSH/PULLING	Up to 5 lbs.	F	Chair, file cabinets, door, box
	6-10 lbs.	F	Chair, file cabinets, door, box,
	11-20 lbs.	F	Chair, file cabinets, door, box,
	21-25 lbs.	F	Chair, file cabinets, door, box,
	26-50 lbs.	N/A	
	51-75 lbs.	N/A	
	76-100 lbs.	N/A	
	Over 100 lbs.	N/A	

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

Job Title: **Receptionist**

con't – page 5

NON –MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Building stairs
BALANCING	O	Binders, books, folders, pencils, pens
STOOPING (bending at waist)	O	Open file drawers
KNEELING (one or both knees)	O	Retrieve things that fall on the floor
CROUCHING (bending at hips/knees)	O	Open file drawers
CRAWLING	N/A	
REACHING	F	Telephone, while typing, letters, open drawers
TWISTING/TURNING (rotation)	F	While talking on telephone, typing, opening drawers
HANDLING (manipulated objects)	F	Papers, telephone, books, folders
FINGERING (finger dexterity)	F	Papers, telephone, books, folders
STANDING	F	Open file drawers
WALKING	O	Open door, bathroom, meeting with supervisor
GRASPING (whole hand activities)	F	Telephone, pencils, pens, papers, drawers
SITTING	C	Telephone, while typing, letters, open drawers

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.

Applicant Signature

Date