RECEPTIONIST

DEFINITION
Under general supervision, a receptionist serves as the first line of contact to residents, business owners and other visitors to the City.

ESSENTIAL FUNCTIONS
This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Greets and directs the public; answers telephone calls and routes calls to appropriate individuals, offices, divisions or departments;
- Provides information and assistance to City staff, visitors and others having business with the department/division;
- Ensures lobby is well organized and maintains professional appearance;
- Assist with securing building and reports suspicious behavior of visitors
- Maintains a calm, courteous and professional demeanor at all times, regardless of the visitor's behavior;
- Receptionist may include answering visitors' inquiries about a company and its products or services,
- May assist with security access control functions by verifying employee identification, issuing visitor passes, and observing and reporting any unusual or suspicious persons or activities.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of City and Departments and their functions, local venues and services offer within city limits, and quality customer service and conflict resolutions techniques;
- Skilled in providing oral directions and/or instructions to visitors, establishing and maintaining productive working relationships, operating a personal computer and business related software;
- Ability to multi-task projects, present and maintain a well-groomed appearance, maturity, respect for confidentiality and discretion, a positive attitude and dependability and to exercise good judgment.
- Proficient in the use of a personal computer and other electronic devices to perform essential to include MS Outlook.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:
Work is performed in an office environment. Work may require long periods of sitting and exposure to repetitive motion and vision to monitor.

QUALIFICATIONS:
A high school diploma or equivalent, AND familiarity with multi-line phone system, email and business office procedures and etiquette.