



## CITY OF CITRUS HEIGHTS

### RECEPTIONIST

#### DEFINITION

Under general supervision, receives and directs telephone calls and visitors; performs a wide variety of office support and clerical duties; provides information and assistance to other agencies, City staff, and the general public; receives, routes, and distributes incoming and outgoing mail.

#### DISTINGUISHING CHARACTERISTICS

This is a single, entry level classification primarily responsible for receiving calls and directing visitors. It is distinguished from the Office Assistant position as the latter position is a journey level classification performing the full range of clerical and support duties assigned with only occasional instruction or assistance as unusual or unique situations arise.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor or manager; and may receive lead supervision from a Senior Office Assistant, supervisor, management or professional level personnel.

#### EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Greets office visitors and telephone callers, retrieves messages.

Collects and process appropriate information; refers callers to appropriate City Staff.

Provides information to the public, City Staff and outside agencies

Assists the general public, city staff, and outside groups by providing information.

Responds to complaints and requests for information.

Applies applicable policies and procedures in determining completeness of applications, forms, records and reports.

Types, scans, word processes, edits, proofreads, compiles, prepares and enters data into a computer.

Maintains calendar of activities, meetings, and various events for staff as assigned.

Coordinates activities and meetings with City departments, the public, and outside agencies.

Processes mail; sorts, cross-references, duplicates and files a wide variety of City documents and records.

Monitors inventory of supplies and places orders.

Maintain general appearance of lobby and counter areas; monitor brochures and other literature for timeliness and replace/remove outdated materials.

Assists higher level staff with updates to City website.

Operates a variety of office equipment.

Perform general clerical and office work as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Methods and techniques of proper phone etiquette.

Customer service and public relations methods and techniques.

English usage, spelling, grammar, and punctuation.

Office procedures, methods, and equipment, including computers.

Basic computer applications such as word processing, spreadsheets, and databases.

Records management principles and procedures.

Basic math.

Basic principles of business letter writing and report preparation.

#### Ability to:

Perform a variety of clerical and office support duties.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Understand and carry out oral and written directions.

Learn the organization, operations and services of the City and of outside agencies as necessary.

Learn to correctly interpret and apply general administrative and departmental policies and procedures.

Learn pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

Operate office equipment, including computers and support programs (word processing, spreadsheet, and database).

Operate a personal computer with proficiency and familiarity.

Learn and apply new information and skills.

Type or enter data at a speed necessary for successful job performance.

Establish and maintain files and records.

Prepare routine correspondence and memoranda.

Perform routine mathematical calculations.

Respond tactfully, clearly, concisely and appropriately to inquiries from other City staff, general public and outside agencies.

Work with various cultural and ethnic groups in a tactful and effective manner.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

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

#### Experience:

One year performing general clerical duties in a professional setting including answering a multi-line phone system, providing information over the phone, and assisting the public in person.

Training:

Equivalent to the completion of twelfth grade.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk and/or stand for long periods of time; intermittently bend and twist to reach office equipment; perform simple grasping and fine manipulation; and write or use a keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less; maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned office equipment; and maintain mental capacity which allows for effective interaction and communication with others.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

<b>File:</b>	Receptionist
<b>FLSA:</b>	Non-exempt
<b>Created:</b>	January 2013
<b>Revised:</b>	