

## **POSITION DESCRIPTION**

**CLASS TITLE:** Receptionist

**DEPARTMENT:** Mayor

**DATE:** July 10, 2017

### **SUMMARY:**

The fundamental reason for the existence of this classification is to handle front office reception including greeting visitors and dealing with inquiries on the phone and face to face.

### **SUPERVISION RECEIVED:**

Under general supervision of the Mayor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The following duties are considered essential for this job classification:

- 1) Answer telephone, screen and direct calls;
- 2) Greet visitors warmly and make sure they are comfortable;
- 3) Direct visitors to correct destination;
- 4) Deal with inquiries from the public;
- 5) Provide clerical support;
- 6) Ensure reception area is tidy;
- 7) Receive and sort mail;
- 8) Schedule appointments;
- 9) Monitor and maintain office equipment;

### **OTHER DUTIES:**

In addition to the duties listed in the Essential Duties section, the employee in this classification may perform the following duties. Any single position may not be assigned all duties listed below, nor do the examples cover all duties which may be assigned.

- 1) Assist with ordering office supplies;

- 2) Assist the Administrative Assistant as requested;
- 3) Work on an as needed basis in the Mayor's office as assigned by the Mayor;

**DESIRED MINIMUM QUALIFICATIONS:**

**(A) Education and Experience:** Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: At least two (2) years experience in an office answering telephones and greeting the public.

Education: At least a 12-grade Diploma. Higher education may be substituted for some of the above experience.

**(B) Language Skills:**

- (1) Must be able to read and interpret correspondence and memos in the English language.
- (2) Ability to prepare general correspondence and speak effectively using the English language.
- (3) Ability to effectively communicate and present information in a one-on-one and/or group situation to citizens and other employees of the city.

**(C) Reasoning Ability:**

Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to apply theory into actual work situations. Ability to analyze office operations and derive a feasible solution to make those operations more efficient and economical.

**(D) Necessary Knowledge, Skills and Abilities:**

- (1) Knowledge of clerical procedures
- (2) Knowledge of computers and relevant software application
- (3) Knowledge of customer service principles and practices
- (4) Pleasant telephone personality.
- (5) Ability to establish and maintain effective working relationships with elected

officials, department heads, co-workers, subordinates, peers, supervisors and employees of other departments and the general public.

- (6) Ability to exercise sound judgment in evaluating situations and in making decisions;
- (7) Ability to follow and give easily understood verbal and written instructions under difficult conditions using the English language;

**(E) Tools and Equipment Used:**

Knowledge of all equipment normally utilized in a business office; proficiency using personal computers, typewriters, calculators, fax machines, copying machines and telephones, etc. Thorough knowledge of software applications such as word processing and spreadsheets, etc.

**(F) PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- 1) While performing the duties of this job, the employee is regularly required to talk and hear;
- 2) The employee frequently is required to use hands and fingers, handle or feel objects, tools, or controls;
- 3) The employee is frequently required to sit and stand;
- 4) Reach with hands and arms and drive a vehicle;
- 5) The employee is occasionally required to climb or balance, stoop, kneel, or crouch;
- 6) Must be able to lift and/or move twenty pounds or more;
- 7) Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus;

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an inside office environment.

**SPECIAL REQUIREMENTS:**

- (A) Must possess, or be able to obtain by time of hire, a valid state driver's license without record of suspension or revocation in any state.
- (B) Must never have been convicted of a felony or serious misdemeanor.
- (C) Must successfully complete and pass the requisite drug, alcohol screen and physical Examination required under Section 14.000 and 17.000 et seq. of the City of Clarksdale Personnel Policies and Procedures Manual.
- (D) Must be bondable.

**OTHER MATTERS:**

The position of Receptionist is full-time; works regularly scheduled hours year-round, and may require some overtime after normal working hours. The person in this position never works shift work. The position has accountability for safety and equipment related to the office and work for which this position is responsible. This position necessitates the ability to maintain confidentiality.

The stress level associated with this position is moderately to extremely high. Physical work involved in this position exists only in major emergencies and crisis situations.

The duties listed hereinabove are intended only as illustration of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement or contract between the employer and employee, and is subject to change by the employer, at its sole discretion, as the needs of the employer and requirements of the job change.

The Receptionist is an employee at-will, and the Board of Mayor and Commissioners of the City may terminate the relationship at any time, for any reason, with or without cause or notice.