

Delta City

Job Description



Title:	Receptionist	Code:	125
Division:	Administration	Effective Date:	4/07
Department:	Administration	Last Revised:	

GENERAL PURPOSE

Performs a variety of **working level and complex clerical duties** as needed to expedite the delivery of public services and provide timely administrative support.

SUPERVISION RECEIVED

Works under the general supervision of the Administrative Officer/City Recorder.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Responsible for the front office customer service counter and first-line of contact for the general public, in person or over the phone; handles incoming calls, responds to inquiries and educates the public regarding various city operations, programs, practices and policies; directs callers to appropriate city staff as needed; accepts and schedules facility reservations; may assist to schedule services and generate public works "work orders".

Receives and receipts payments, i.e., utilities, licenses, building permits, firefighter insurance, etc., presented in person, through the mail or through the city drop-box; posts payments to proper accounts; completes various processing activities and performs daily balancing.

Assists with utility account maintenance; enters and tracks new utility accounts, utility terminations and temporary disconnects in computer system; responsible to obtain final utility meter readings; may assist to issue utility refunds; mails refunds, statement of final balance.

Assists with office document management and maintenance; copies, files, scans, faxes, proof-reads, etc.; assists with the shredding of files as directed; may process new business licenses and renewals; maintains a paper and electronic filing system for business licenses and discards or shreds lapsed licenses.

Retrieves, sorts, and distributes daily mail; ensures mailed materials are received by city staff in a timely manner; may screen mail as requested.

Assists to monitor office supplies and materials; tracks inventory and initiates purchases as needed to maintain sufficient supply.

Maintains availability of various operations forms, applications and related official documents; creates new forms including utility applications, etc.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from high school;
- AND
- B. Two (2) years of general clerical and customer service experience related to above duties;
- OR
- C. An equivalent combination of education or experience.

2. Knowledge, Skills, and Abilities:

Some knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer terminal in utilizing various software programs related to word and word processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and bookkeeping; interpersonal communication skills and telephone etiquette; public relations.

Skill in the use of a computer and various software applications.

Ability to communicate effectively with irate customers; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer (windows environment) in utilizing various programs to produce or compose formal documents, reports and records; operate standard office equipment; develop effective working relationships with supervisors, fellow employees, and the public.

3. Special Qualifications:

Must be able to demonstrate keyboard skills, with accuracy.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, including walking, standing, stooping, sitting, reaching, and light lifting. Talking, hearing and seeing essential in the performance of daily tasks. Common eye, hand, finger dexterity is essential. Mental application utilizes memory for details, verbal instructions, emotional stability for dealing with the general public on a daily basis and discriminating thinking.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)