

CITY OF BRISBANE

RECEPTIONIST

Definition

Under general supervision, acts as the first public contact person for callers or visitors to various City offices and facilities; provides factual information to the public regarding City functions and activities; may receive money and issue receipts; performs a variety of standard office support work; and performs related work as required.

Class Characteristics

The primary responsibility of this class is effectively representing the City to the public, regardless of whether assigned to City Hall, the Marina, or other City location. This contact may be in person or over the telephone. Other duties may include providing general office support, receiving applications and receipting money and will vary with the department to which assigned. This class is distinguished from the general office support and secretarial support classes by the emphasis upon the delivery of information and services to visitors and callers.

Examples of Duties (Illustrative Only)

- Acts as receptionist and answers the telephone for City Hall or another office or facility; determines the nature of the visit or the call; directs callers and visitors to the proper office or takes messages as required.
- Provides factual information regarding the functions, activities, policies and procedures of the City or the department to which assigned; provides directions and other information regarding City locations, businesses, etc.
- Distributes applications and other printed materials; may receive applications, schedule or rent facilities and/or receive and receipt money, depending upon the department to which assigned.
- Receives, sorts and distributes incoming mail; processes outgoing mail and may deliver mail to the post office.
- Opens water utility payments, matches payments with payment coupons, totals payments received.
- Maintains conference room schedules, lists of facility vacancies and related room or facility information.
- Prepares, records and takes messages from a telephone answering system.
- Enters and retrieves information using standard word processing and basic spreadsheet software.
- Maintains manual and automated files.
- Performs a variety of standard office support work such as making copies, assembling City Council packets, monitoring and ordering office supplies, maintaining lists, updating binders and preparing basic forms and correspondence.

Qualifications

Knowledge of

- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Correct oral and written business English.
- Business arithmetic.
- Basic computer applications related to the work.
- Standard office practices and procedures.
- Record keeping and filing practices.

Skill in

- Determining the nature of a call or visit and recommending appropriate actions or solutions.
- Interpreting, applying and explaining policies, procedures and directions.
- Using English effectively to communicate in person, over the telephone and in writing.
- Making accurate arithmetic computations.
- Filing with speed and accuracy.
- Performing detailed office support work.
- Working without close supervision in standard work situations.
- Organizing own work and setting priorities.
- Maintaining accurate records related to work performed.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Equivalent to graduation from high school and two years of performing office support work that has involved dealing with the public in a situation that required explaining procedures or providing direct services.

License:

Specified positions require possession of a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and/or radio.

Receptionist
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Former Titles:

Abolished: