

Receptionist & Customer Service Representative - 1425

Primary Reason Why Classification Exists

To perform customer service and general clerical support work for a department

Essential Duties

- Serves as receptionist and greets visitors; provides information and directions
- Answers multi-line central office phone system; routes calls to various offices; receives and records messages; provides basic information to callers
- Monitors City's Report-A-Problem system; reviews citizen messages from the Internet and follows up with the staff and citizens to ensure issues are resolved
- Enters, processes, and maintains data using word processing, spreadsheets, and databases
- Maintains varied files and records relating to operations, finance and budget information, and programs; reviews files and records for accuracy
- Transcribes information from meetings; composes routine correspondence and types reports; prepares public information such as information brochures, fliers, and other communication media; compiles and types agendas and maintains minutes for boards and commissions
- Receives, sorts, and distributes mail; makes copies and stuffs envelopes; makes deposits of monies with local banking vendor
- Coordinates time and location of meetings, luncheons, and gatherings for department staff
- Enters and balances utility payments received by mail into the computer system
- Serves as an administrative and clerical backup for other departments or sections
- Performs related tasks as required

Knowledge, Skills, and Abilities:

- Knowledge of standard office practices, procedures, equipment, computers, business English, grammar, spelling, and math
- Knowledge of the organization and functions of departments and of general administrative policies and practices
- Knowledge of the departments and services provided by the City
- Knowledge of effective communication techniques when interacting with the public
- General knowledge of the operations of a multi-line phone system
- Ability to speak clearly, and to understand and follow written and oral directions
- Ability to organize daily assignments and work independently without close supervision
- Ability to establish and maintain effective working relationships with coworkers and the public

Physical Requirements and Working Conditions

Work in this class is generally sedentary and is performed in an environmentally controlled office environment. Work requires the ability to see, hear, talk, and the physical ability to move about the office. Work requires dexterity in the hands for typing and operation of standard office equipment. Visual acuity is necessary to read handwritten and typewritten materials and operate a computer terminal. Hearing is required to understand the spoken word from others. Vocal communications is required to provide information, give directions, and understand the intent of the message received from others

Education and Experience

Graduation from high school or GED equivalency and 1 - 2 years experience in customer service and receptionist

Special Requirements

Valid North Carolina driver license; may be required to be certified as a Notary Public

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

February 2015