

JURUPA COMMUNITY SERVICES DISTRICT RECEPTIONIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, performs support duties which involve greeting the public, both in person and over the telephone, directing walk-in visitors to the appropriate department, answering the telephone and directing calls to proper department or specific person, taking messages, and general office work; performs related work as assigned.

CLASS CHARACTERISTICS

This is the entry-level class, in which the emphasis is on contact with the public, but also in which an incumbent has some office skills and experience. This class is distinguished from Customer Service Representative in that the latter is an experienced class, fully competent to perform the full range of customer service support duties.

ESSENTIAL FUNCTIONS

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

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

Greets visitors to the District main building and answers the central District telephone; determines the nature of the call, directs the call to the proper office or person or provides information or takes messages as appropriate. (a b c d g h i k)

Answers basic inquiries and explains policies or directs question to appropriate person for reply. (a b c d g h i k)

Directs visitors arriving for meetings to sign in and obtain a badge, calls the appropriate employee to conduct the visitor to the meeting room. (a b c d g h i k)

Maintains a roster of internal telephone extension numbers and office locations. (a c d e g i k)

Enters and retrieves data on an on-line or personal computer system following established format. (a c d e g h i k)

Maintains District files as directed. (a c d e g h i j k)

Performs Customer Service Representative duties on a regular basis. (All)

Performs varied general office support duties such as opening mail, receiving deliveries, proof reading, typing correspondence and reports, adding columns of figures, and providing general District related information; assists with the daily deposit reconciliation process. (All)

Orders and maintains office supplies, including stationary, envelopes, business cards. Maintains stock rooms and keeps them in an orderly fashion. (All)

REQUISITE ABILITIES

- a. Communicate clearly and concisely, both orally and in writing.
- b. Deal tactfully and effectively with customers and the public.
- c. Understand and carry out written and oral instructions.
- d. Perform detailed clerical work accurately.
- e. Enter data for computer processing with speed and accuracy.
- f. Perform accurate arithmetic calculations.
- g. Operate standard office equipment including a centralized telephone system, computer terminal, typewriter and adding machine.
- h. Establish and maintain effective working relationships with those contacted in the course of the work.
- i. Work independently.
- j. File alphabetically and numerically and maintain accurate files.
- k. Meet the physical requirements established by the District.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include equivalent to graduation from high school. Some experience in greeting the public and answering a central telephone system is highly desirable.

Knowledge and Skill Levels

Working knowledge of the techniques of dealing with the public, in person and on the telephone; standard office practices and procedures; proper business English, including spelling, punctuation and grammar; basic mathematics; basic data processing principles and the use of personal computers. Skill in the operation of a variety of office equipment including the operation of a centralized telephone system.

Physical Requirements

Employees must meet the following requirements, which are necessary to successfully perform the essential functions of this class:

Communicate orally and by telephone with management, co-workers, and the public in face-to-face, one-to-one, and group settings; use office equipment such as computer terminals; sit for extended periods of time; have hearing and vision within normal ranges; carry, push, reach and lift up to 10 pounds; occasionally stoop, kneel or crouch; sufficient manual dexterity to operate office equipment.

Special Requirements

Possession of a Class C California driver's license and a satisfactory driving record.

Possession of or ability to obtain certification from District provided CPR/First Aid Training.

FLSA / Non-Exempt
Range: 33

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