



245 East Bonita Avenue
San Dimas, CA 91773-3002

RECEPTIONIST

GENERAL PURPOSE

Under general supervision; receives and routes incoming calls and greets visitors; provides general information and assistance to the public; performs routine office support functions, including word processing and filing; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent in this class is responsible for answering and referring all incoming calls on the City's general telephone lines, for greeting visitors, providing them with general information and directions and for performing routine office support functions. A receptionist is distinguished from an Administrative Assistant in that the latter performs a wide range of difficult, responsible and specialized administrative and office support functions for a specific department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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 them from the position if the work is similar, related or a logical assignment to this class.

- Using a multi-line telephone answers and appropriately routes all incoming calls;
- Receives and greets visitors; directs visitors to their proper destination;
- Gives general information regarding City functions and responds to routine inquiries or complaints from customers and the public;
- Refers non-routine, sensitive and/or complex requests for information and other inquiries or complaints to appropriate staff.
- Performs other office support functions;
- Sorts and distributes incoming mail and posting and delivering outgoing mail;

DESIRED QUALIFICATIONS

Knowledge of:

Standard office practices and procedures; correct English usage, including spelling, grammar and punctuation; City departments and staff and their associated functions, responsibilities and special programs.

Ability to:

Operate a multi-line telephone system, computer and other standard office equipment; type accurately; handle a high volume of telephone calls with courtesy, speed and accuracy; maintain effective working relationships with City staff and those encountered in the course of work; communicate with the public in a courteous and professional manner by telephone and in person; work independently with general supervision; and understand and carry out written and oral instructions.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and six months of experience in performing receptionist or general clerical duties; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required sit for long periods; stand; talk and hear both in person and by telephone; and use hands to operate, finger, handle or feel office equipment; and reach with hands and arms. The employee is occasionally required to walk, climb, stoop or bend and lift up to twenty five pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to work on multiple concurrent tasks with constant interruptions, read and interpret documents and information; use oral communication skills; interact with City staff, elected officials,

residents, the general public and others encountered in the course of work, some of whom may be dissatisfied and/or abusive individuals.

WORK ENVIRONMENT

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

The employee works under typical office conditions, and the noise level is moderately quiet.