

CITY OF SAN JUAN CAPISTRANO

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

The City Hall receptionist focuses on providing visitors prompt and courteous customer service by managing the front desk of the City Hall; greeting walk-in visitors and clients and answering incoming telephone calls; assisting callers as needed and/or transferring to the appropriate parties; scanning, entering and maintaining data in a database; and preparing, receiving and distributing mail. Assist City departments with various clerical and administrative duties.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from assigned supervisory staff.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

1. Act as the City's main receptionist and primary contact for City Hall visitors; provide visitors prompt and courteous customer service.
2. Answers the telephone and greets visitors.
3. Opens and distributes the mail in assigned department; sorts and processes outgoing mail.
4. Answers queries from the general public and refers them to proper City department.
5. Operates a variety of office equipment including copiers, postage meters, facsimile machines, and computers; input and retrieve data and text.
6. Scans and indexes documents into the City's Document Imaging.
7. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and equipment including computers, electronic mail and phone systems.

English usage, spelling, grammar and punctuation.

Skill in:

Exceptional customer service.

Responding to requests and inquiries from the general public.

Understanding and following oral and written instructions.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Performing a variety of general clerical work.

Typing at a speed necessary for successful job completion.

Experience and Training Guidelines

High School diploma and equivalent; receptionist/administrative experience preferably in a professional office environment and experience requiring data entry is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential duties may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard.