



CITY OF WESTMINSTER

RECEPTIONIST

DEFINITION

The Receptionist provides quality customer service to City visitors and callers by greeting, welcoming, and directing visitors appropriately. This position provides support to the City through the reception function including, but not limited to, telephone and reception duties, handling mail and email, assisting visitors and providing information regarding City departments or functions, and other general information to the public, in person, by telephone, letter or email.

SUPERVISION RECEIVED AND EXERCISED

Receive direct or general supervision from the department supervisor. Exercises no direct supervision over staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- The incumbent employee shall be responsible for performing the following list of essential duties and responsibilities, which may be modified from time to time as needed:
- Serves as the City receptionist and interacts professionally with the public.
- Greet visitors and provide information with high quality customer service and responds to inquiries from citizens and others.
- Determines the nature of business for callers/visitors and directs them to the appropriate staff member/department.
- Answers phones, routes calls, and provides basic information as required.
- Answer a multi-line phone call and send emails.
- Provides callers and visitors with information such as City address, directions to City Facilities, City website, etc.
- Maintains a safe and clean lobby/reception area.
- Receives, stamps, and distributes incoming mail, processes outgoing mail.
- Assist citizens with basic registrations and forms of City programs.
- Assist with special events, as needed.
- Perform light administrative support tasks to keep things running smoothly
- Perform other duties as assigned

QUALIFICATIONS

Knowledge of:

- Must be computer literate with knowledge of Microsoft Word, Excel, Access.
- Must be able to read, write, and speak fluently in English. Spanish or Vietnamese is desirable.
- Work cooperatively with other agencies, City officials, and employees.
- Understand City policies, rules, and procedures.
- Independently respond to letters and general correspondence.
- Understand and carry out oral and written directions.
- Organize assigned work, multi-task, and develop effective work methods.

Ability to:

- Ability to establish, maintain and promote effective working relationships with co-workers, other agencies, co-workers, and the public.
- Ability to communicate effectively, both verbally and in writing.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- High School Diploma or equivalent preferred.

PHYSICAL DEMANDS

The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed primarily in an office environment that requires the employee to be sensitive to change and responsive to changing goals, priorities, and needs. The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, sit, write, hear, speak and be required to exert 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. May require picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling. Specific vision abilities required by this job include close and distance vision, peripheral, and depth perception. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.