



## **PART-TIME RECEPTIONIST Classification Specification Non – Represented General**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION:**

Under general supervision, provides reception and referral services to both internal and external customers by phone and/or in person and, assists in general clerical support to the department assigned.

### **DISTINGUISHING CHARACTERISTICS:**

The **Part-Time Receptionist** is the entry-level class responsible for maintenance and operation of the central switchboard and referral system for the City.

### **SUPERVISION RECEIVED/EXERCISED:**

Receives direct supervision from the City Clerk and/or designee.

**ESSENTIAL FUNCTIONS:** *(The following is a typical list of duties assigned to the Part-Time Receptionist. The duties included in this list are examples and are not intended to be all-inclusive or restrictive.)*

- Operate a central switchboard; answer telephone calls and refer to appropriate City office.
- Screen calls and take messages for City staff, as necessary.
- Respond to a variety of general questions and inquiries from the general public, either by phone or in person.
- Maintain a variety of files and records.
- Operate a computer terminal for the purpose of data base entry; entering and retrieving information.



- Operate a variety of office equipment including calculators, copying machines, TDD machine, and fax machines.
- Establish and maintain effective work relationships with those contacted in the course of work.
- Perform other related and peripheral duties as required and necessary for the successful performance of this job.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that could likely provide the required knowledge, skills and abilities necessary for a Part-Time Receptionist. A typical way of obtaining the required qualifications is to possess the equivalent of one (1) year of clerical experience and a High School diploma or GED.

**License/Certificate:**

Possession of, or ability to obtain, a valid class "C" California driver's license.

**KNOWLEDGE/SKILLS/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

Proper telephone procedures and etiquette; modern office practices, methods, and procedures.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.

**Ability to:**

Operate a telephone switchboard; organize and prioritize work; understand and follow verbal and written instructions; deal tactfully and courteously with the public in person and by telephone; and establish and maintain effective working relationships with others; type at a corrected speed of not less than 40 words per minute.



**WORKING CONDITIONS:**

Position requires prolonged or intermittent sitting, standing, walking on level, uneven, or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting and crouching. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports and using a computer keyboard in the performance of daily duties. Additionally, the position requires near and far vision when reading correspondence and using a computer and acute hearing is required when providing phone service and communicating in person. The need to lift, carry, push, and pull files, reports and other materials weighing up to 40 pounds is required. The employee may occasionally be required to travel to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic. The noise level in the work environment is usually quiet to moderate when indoors and moderate to loud when outdoors.

ADA Requirements and Supervisory Direction Revised October 2006  
Working Conditions and Formatting Revised July 2008  
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