



RECEPTIONIST

Department: Human Resources
Division: _____
Reports to: Personnel Director

Classification: 15
FLSA Status: Non-Exempt
Date Approved: _____

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

DEFINITION

Under the general supervision of the Personnel Director perform duties and tasks related to receptionist activities such as, telephone courtesy, front desk duties, data entry, record keeping, typing, filing, and offers diversified clerical support and customer service to the Personnel department and other departments located in the Administration Pod.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Provide telephone and counter assistance to public and City personnel.
3. Provide information to inquiries or direct inquiries to appropriate individuals or department.
4. Assist with receiving employment applications; prepare and mail correspondence to applicants regarding their potential employment status.
5. Mail requested information.
6. Assist in administering new employee Orientation, Exit Interview, Employee Recognition and employee training.
7. Assist in preparing Equal Employment Opportunity reports.
8. Fax and copy documents.
9. Perform clerical duties for the Personnel department, City Managers office, and Engineering department as needed or required.
10. Assist with all Personnel files and filing.
11. Be dependable and meet acceptable attendance requirements at all time.
12. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

- A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
- B. Perform other related duties as assigned.
- C. Be willing to attend job-related training on and off-site as needed.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- English usage, spelling, grammar punctuation and vocabulary.
- Modern officer procedures, methods and computer equipment.
- Various applications of Excel, Word, Word Perfect, and Access software.
- All City functions to provide information and direction to the public.
- Customer service needs and delivery.
- Exceptional filing skills.
- Telephone procedures and etiquette.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Receive certification in customer services
- Perform multi-tasks.
- Maintain a filing system.
- Type at a speed necessary for successful job performance.
- Establish and maintain effective working relationships with those contacted in the course of work, including a variety of City officials.
- Be dependable and punctual.
- Be honest and accountable.
- Operate computer equipment, (i.e. computer) ten key calculator, copier, fax, etc...

Experience, Education and Training:

Any equivalent combination of training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

- Education: High School diploma or G.E.D.
- Experience: One year experience as a receptionist with clerical/secretary duties.
- Training: Speak and write Spanish fluently preferred. Word and Excel Software preferable.
- License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Occasional physical exertion is present when bending, twisting, reaching, standing, walking and stooping. Must be able to handle occasional stressful situations and must carry/lift/push or pull loads up to 30lbs.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.