



RECEPTIONIST/CLERK

Department: Finance
Division: Administration
Reports to: City Clerk

Classification: 11
FLSA Status: Non-Exempt
Date Approved: 2008

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 City Clerk perform duties and tasks related to the central information, telephone, parcel and mailing center; general cash receipting; offer diversified clerical support to the City Clerk's department as well as clerical support to the Sanitation department related to customer service and billing.

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. Answer incoming calls with courtesy and proper phone etiquette.
3. Correctly direct inquiries to appropriate individuals or department.
4. Assist in collecting and disseminating mail; initiate UPS/FedEx packaging/mailing as needed; post all outgoing City Hall mail; maintain postage equipment.
5. Fax distribution; fax notification to agencies regarding City Council agenda.
6. Perform clerical duties for the City Clerk's office and other departments as needed or required.
7. Process and issue dog licenses as required.
8. Assist with all Sanitation and Business License customer accounting and billing services
9. Assist with accepting cash receipting.
10. Assist with issuing special event tickets
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, Access and Caselle software and UPS Accounting.
- 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
- Handle customer accounting/billing services for the Sanitation and Business License Dept.
- Perform multi-tasks.
- Create and 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.
- Work flexible hours that will include Split shift, evenings, weekends, and holidays.
- 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 or Word Perfect and preferable Excel and Caselle Software.
- License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Class “C” 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.

Revised & approved: September 2002
 May 2004
 August 2005
 November 2007
 October 2009
 May 2010 (reports to)