



## RECEPTIONIST (PART TIME)

**Department:** Fire & Rescue

**Classification:** Limited Part Time (17L  
\$12.57 - \$15.28)

**Division:** \_\_\_\_\_

**FLSA Status:** Non-Exempt

**Reports to:** Deputy Fire Chief

**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 Deputy Fire Chief, perform clerical support duties for the fire department; function as receptionist in for fire operations, training, prevention, EMS, and emergency management divisions as needed or required.

### **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 correct information in a professional and courteous manner to the general public over the phone or at the counter.
3. Have general knowledge of City functions to provide information and direction to the public.
4. Assist with maintaining filing, record keeping and data entry.
5. Answer incoming calls and direct inquiries to appropriate individuals or divisions.
6. Assist in collecting and disseminating information; initiate UPS/FedEx packaging/mailing.
7. Provide information regarding fire department programs to the public.
8. Perform clerical duties for the Deputy Chief and other divisions as needed or required.
9. Conduct research, process and prepare reports, correspondence and grant documentation.
10. Be dependable and meet acceptable attendance requirements at all time.
11. 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.
- D. Receive, receipt, record and process payments.

### **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:**

- Effective public relations skills.
- General office skills and business protocols.
- Modern office procedures, methods, office and computer equipment.

- Telephone procedures and etiquette.
- Correct English usage, spelling and vocabulary.
- Safe work practices.

**Ability to:**

- Provide service in a courteous and professional manner.
- Communicate in English clearly and concisely, both orally and in writing.
- 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 which 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: Word or Word Perfect and Excel Software required (Microsoft Office).
- 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 25lbs.

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: June 2008