



CLASSIFICATION SPECIFICATION

RECEPTIONIST

Department: Receptionist
Range: 22

FLSA Status: Non-Exempt
Effective Date: March 1, 2016

General Purpose

Under direct supervision from the Assistant General Manager, answer and coordinate all incoming telephone calls and serves visitors by greeting, general welcoming, and directing them appropriately; notifies District personnel of visitor arrival; provide general support to the Assistant General Manager, Engineering Department and all Operation Departments; may perform a wide variety of general administrative duties and assisting the Administrative Staff; and perform related work as required.

Essential Duties and Responsibilities

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Answer and coordinate all incoming telephone calls and transfer to the appropriate departments; Maintains security and safety by following procedures; Monitor sign in logs; Distribute and sort mail (incoming/outgoing); File and maintain certain District records; and assist the Administrative Staff in various projects. Perform any other duties requested by the Assistant General Manager.

- Provide courteous and expeditious customer service to the general public, Board of Directors, Consultants, Contractors and District staff;
- Serves as receptionist to the public; meet and greet customers; takes and responds to calls, screens calls, takes messages, schedules appointments, answers questions, makes referrals requiring a basic understanding of policies and procedures of the work unit;
- Directs visitors by maintaining employee and District directories and provide instructions;
- Manage a multi-line phone console including answering incoming calls, responding to callers' inquires, forwarding caller to appropriate staff;
- Maintains safe and clean reception area by complying with procedures, rules, and regulations;
- Operates a variety of office equipment, including computers and related software, calculator, facsimile, photocopier, scanner, and related specialized office equipment of the assigned unit.
- Contributes to team effort by accomplishing related results, as needed;
- Assist visitors, answer inquires, explain basic District requirements for conservation rebate program;

- Process payments for Engineering fees and fire hydrant meter deposits;
- Assist Administration with setting up and cleanup of all conference rooms;
- Assure coverage for front desk;
- Prepares, and processes various administrative and financial documents and transactions for completion, accuracy and conformance with established policies, regulations and procedures;
- Process and distribute all mail. Process shipping packages and distribute incoming packages to appropriate departments. Process and distribute incoming fax transmittals and letters;
- Processes correspondence, reports, forms, and related documents from rough draft or from oral or written direction; proofreads materials for accuracy; copies, collates, staples, and otherwise bind various reports and documents;
- Maintain files and various manual and electronic recordkeeping systems;
- Verify hydrant meter requests are in District service boundaries; explain District policies;
- Attend bi-monthly safety meetings;
- Routinely adheres to and maintains a positive attitude;
- Perform other related duties as assigned.

Qualifications

Knowledge of:

- Effective customer service methods, practices and techniques.
- Basic English usage, spelling, grammar and punctuation.
- Modern office practices, equipment, and procedures.
- Personal computer operation and related software applications including basic level Microsoft Office, e-mail, accounting and web-based communication tools.
- Safe work practices.

Ability to:

- Learn to examine source documents and review for accuracy and discrepancies.
- Enter and verify data; update and maintain a variety of records.
- Follow direction in assembling data, preparing accurate reports and maintaining detailed records.
- Prepare routine business correspondence under guidance and review.
- Establish and maintain cooperative working relationships with others.
- Communicate clearly and concisely, orally and in writing.
- Be tactful and courteous to the public.
- Operate standard office equipment, personal computers, and related customer service, accounting and billing software.
- Observe proper safety precautions.

Minimum Qualifications

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education:

A high school diploma or satisfactory equivalent.

Experience:

Good telephone skills, verbal communication, Microsoft Office skills, listening, professionalism, customer focus, organization, informing others, handles pressure and phone skills.

Necessary Special Requirements

Must possess an appropriate valid Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.