



JOB DESCRIPTION

COMMUNITY SERVICES RECEPTIONIST/CLERK

DEFINITION

Under general supervision of the Community Services Department, provides exceptional customer service in the form of varied clerical and word processing work for Community Services and other City Departments, as assigned; serves as Receptionist to the Ukiah Civic Center Annex offices; performs related work as required.

EXAMPLE OF DUTIES: These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title.

E=Essential Duty; M=Major Portion of Time

- Answers the Civic Center Annex building switchboard and routes calls or takes messages as appropriate. (E,M)
- Greets the public and responds to inquiries regarding City sports and recreation and other special events, directing as appropriate to City personnel. (E,M)
- Performs a variety of clerical and word processing work, which includes taking meeting minutes for the Parks, Recreation and Golf Commission. (E,M)
- Assists in administration of youth and adult sports and recreation classes, including processing registration forms and accepting fees. (E,M)
- Responsible for payments to recreation class instructors. (E,M)
- Maintains City of Ukiah banner program, Art in the Foyer and Bench & Tree program. (E,M)
- Types a variety of letters, reports, records, memoranda, statistical tables or other documents from rough draft or clear copy.
- Composes routine correspondence, creates recreation flyers, registration forms, and other related program materials.
- Requisitions supplies, routes incoming mail and faxes to appropriate personnel. (E,M)
- Maintains the Community Services Department filing system. (E,M)
- Assembles and reviews information from various sources for records and reports.
- Answers inquiries about routine procedures and policies, or refers calling parties to the appropriate office, as necessary. (E)
- Maintains mailing and distribution lists and current general departmental information. (E)
- Operates computer and other office equipment to produce a variety of reports, records, correspondence and memoranda.
- Operates Community Services Department Live Scan (finger printing) machine and performs related services. (E,M)
- Works flexible hours, including weekends, evenings, and holidays, as needed. (E,M)
- Assists in the implementation of the Summer Concert Series, Moonlight Movie Madness, Ukiah Country PumpkinFest and other Community Services programs and activities as assigned. (E)
- Performs related work as assigned.

QUALIFICATIONS

Knowledge of:

- Office and telephone procedures and practices, to include establishing file systems.
- Organization and prioritization methods relative to forms, applications, and time sensitive documents.

- City of Ukiah recreation/sports programs and special events.
- Customer relations and service skills.
- Microsoft Office software (Word, Excel, Publisher, Outlook, PowerPoint), and basic office equipment.

Ability to:

- Handle numerous activities at once (i.e., phone calls, receiving visitors, accepting deliveries) in an effective and pleasant manner.
- Establish agendas and take minutes for Boards and Commissions.
- Use telephone and other communication equipment in a well modulated voice, utilizing appropriate English grammar skills. (E)
- Perform clerical work involving the use of independent judgment and requiring speed and accuracy.
- Use good written and verbal communication skills, using appropriate English grammar and diction.
- Establish a daily work plan to insure timely completion of assignments.
- Converse in basic Spanish as needed to communicate with customers (preferred).
- Maintain security of confidential information.
- Lift up to 50 pounds on an occasional basis.

Education and Experience:

Any combination equivalent to graduation from high school and three years of clerical and customer service is required. Word processing, telephone experience; bilingual abilities are preferred.

Necessary Special Requirement:

Possession of a valid Class C California Driver License.

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