

JOB DESCRIPTION



RECEPTIONIST/CLERK

DEFINITION

Under general supervision of the Community Services Department, 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 recreational, water conservation and other programs, directing as appropriate to City personnel. (E, M)
- Performs a variety of clerical and word processing work, which may include taking meeting minutes for the Community Services Department. (E, M)
- Enters recreation registration forms into computer and keeps recreation program software current. (E,M)
- Responsible for payments to recreation class instructors. (E,M)
- Maintains City of Ukiah banner 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.
- 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.
- Requisitions supplies.
- Works flexible hours, including weekends, evenings, and holidays, as needed.
- Performs special projects as directed. (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 recreational and sports programs.
- 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) in an effective and pleasant manner.

- 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's License.

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