



CITY OF ALACHUA

JOB DESCRIPTION

RECEPTIONIST

DEPARTMENT: Finance

REPORTS TO: Utility Billing Supervisor

SUPERVISES: None

FLSA: Non-exempt

GENERAL DESCRIPTION:

Responsible for performing a variety of general clerical, typing and related office duties as required. Answers the central telephone system, greets the public, directs calls and requests for information and provides general information to the public. Work is performed under the general direction of the Utility Billing Supervisor.

ESSENTIAL JOB FUNCTIONS:

1. Courteously receives, screens and routes visitors, phone calls and service requests.
2. Provides general information about City activities and refers non-routine requests to appropriate personnel.
3. Assists as needed with various clerical support activities including processing records, filing and typing correspondence, labels, folders, faxing.
4. Opens and closes City Hall visitor area (locking doors, turning off lights)
5. Assists in handling incoming and outgoing mail and packages; receiving RFQ, RFP, RFB.
6. Coordinates activities with other departments as needed.
7. Assists Utility Billing and Public Service Department with: work orders, call out, and/or emergency calls
8. Monitors Security cameras..

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

MINIMUM QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS:

Possession of strong organizational skills. Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills. Ability to work independently on assigned tasks as well as to accept direction on given assignments. Excellent phone etiquette. Ability to operate a central telephone system. Knowledge of office practices and procedures. Ability to understand and follow oral and written instructions. Ability to learn assigned clerical tasks readily and to adhere to prescribed routines. Ability to operate a PC. Ability to establish and maintain an effective working relationship with employees, city officials, and the general public. Excellent customer service skills. Maintains security and confidentiality.

EDUCATION AND EXPERIENCE:

High school graduation or possession of an acceptable equivalency diploma. A minimum of two (2) years clerical/receptionist experience preferred.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

None.

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without corrections).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Ability to access, input and retrieve information from a computer.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to type at as prescribed and operate other standard office machines.

ENVIRONMENTAL CONDITIONS:

Works inside in an office environment.

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the City.

Employee Name (please print)

Date

Employee Signature