

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: CITY RECEPTIONIST (Job Code 231).

GENERAL STATEMENT OF JOB

Under general supervision, performs routine receptionist functions. Position is responsible for answering the switchboard, providing information for a broad range of inquiries, and directing callers to the appropriate entities. Employees in this class process all out-going mail and handle priority mail.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Answers switchboards and provides information for a broad range of inquiries, i.e., directions to various city departments, library information, bulk pick-up dates and locations, special events, elections and polling locations, marriage licenses, transit schedules, etc.

Takes complaints and provides resolution where possible or directs to the appropriate department.

Processes out-going mail by posting, weighing, calculating and organizing for postal pick-up, handles incoming priority mail and special delivery by informing the appropriate department in a timely manner.

Acts in a front reception capacity for the public, greeting and directing to appropriate departments, and takes inquiries and complaints.

Assists individuals in establishing their City residency by providing information such as water and waste disposal services, schools, homestead exemption, churches, taxes, voter registration, driver's licenses, deed changes, new businesses, and related City-based information.

Reports maintenance and repair needs to the appropriate City staff.

Utilizes City Hall public address, paging, and voicemail systems to ensure proper routing of calls and to make verbal announcements.

May perform various keyboard duties, such as typing correspondence, updating manuals/policy books, and generalized data entry.

Performs Emergency Response duties as assigned.

Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or equivalent, supplemented by a minimum six (6) months of regular fulltime switchboard/receptionist work experience. Must have a working knowledge of Word and Excel software programs. Must demonstrate a cordial and pleasant demeanor and the initiative to resolve issues and questions.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve walking, standing; some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Demonstrates the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving oral instructions, assignments and/or directions. Requires the ability to convey a sense of authority through spoken language.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to prioritize tasks and process multiple duties simultaneously.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors or shades of colors.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressive or exchanging information by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e., dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Skilled in oral communications for effective expression, clarity.

Skilled in switchboard operations, and able to answer calls with courtesy, speed and accuracy.

Ability to exercise sound judgment and make independent decisions in accordance with departmental policies and procedures.

Ability to understand and carry out written and oral instructions.

Ability to work a flexible schedule when needed.

Ability to maintain confidentiality.

Ability to establish and maintain effective working relationships with supervisor, support staff and other departments that the position interacts with.

Ability to analyze, organize and review work for efficient results and accuracy.

Ability to handle a multitude of diverse tasks simultaneously while maintaining an attention to detail for the purpose of ensuring accuracy in task performance.

Skilled in basic data entry and processing on computers.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date