

RECEPTIONIST CLERK

DEFINITION:

Under general supervision, performs main receptionist duties for the Manhattan Beach City Hall by greeting visitors, screening inquiries over the phone and in person, referring customers to appropriate department and/or City staff and performing other clerical functions as assigned.

EXAMPLES OF TYPICAL DUTIES:

Obtains and/or provides information to members of the public or city staff regarding City services, events and other functions; answers the telephone and greets visitors, routing inquiries to appropriate department(s); prepares and types correspondence, memoranda, reports and other materials; oversees the City's pool car reservation system; performs data entry and word processing using various software programs; operates office equipment and machines such as telephone, fax, copier, TDD machine, and personal computer; compiles statistics; notifies interested parties of conferences and meetings; orders supplies and equipment; provides occasional assistance by answering phone calls and scheduling for Dial-a-Ride program; maintains files and compiles data for reports. May be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS:

Training and Experience: Any combination equivalent to graduation from high school and two years of secretarial experience including word processing.

Knowledge, Skills, and Abilities: General knowledge of City operations, events and functions to provide accurate information to members of the public and City staff; knowledge of office methods, procedures, practices and equipment; knowledge of correspondence practices; knowledge of grammar, punctuation and spelling; excellent customer service skills; excellent verbal communication skills to provide information to the public in a professional and accurate manner; excellent interpersonal skills; ability to multi-task and handle inquiries over the phone and in person; ability to interpret and disseminate information to the public regarding City procedures, operations, events and functions; ability to deal with demanding customers; ability to solve problems utilizing sound judgment and effectively diffuse conflict situations.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

While performing the duties of this job, the employee frequently sits, stands, listens, talks, uses a telephone, calculator, and personal computer with a VDT screen for extended periods of time. Must occasionally stoop, balance, or kneel and use arms, legs, and back to reach for, lift, and/or move objects up to 25 pounds.