

CLASS SPECIFICATION
Client Service Receptionist
Code Number: _____

GENERAL PURPOSE

Under general supervision, performs receptionist duties, greeting visitors and the public at a central receptionist area; answers telephones, routing calls to the appropriate Commission office or staff member; responses to inquiries, answers questions and provides information, in-person and over the telephone; performs a wide variety of routine to moderately difficult clerical support functions, including word processing, data entry and records management duties; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents of this class perform a variety of duties involving the greeting of visitors to the Commission's central offices, answering and routing telephone calls, and responding to questions and inquiries in person and over the telephone. The reception and telephone duties are frequently performed in a very high-volume environment. In addition to reception and telephone duties, incumbents provide a variety of word processing, data entry and general clerical support for the assigned managers and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Greets visitors to the Commission's central office, confirming appointments and referring visitors to the proper office and/or staff member; responds to questions, inquiries and complaints from applicants, tenants, property owners, officials, the public and others, in person and over the telephone, or refers individuals to the appropriate office or staff member; explains Commission and section rules, policies, procedures and programs, in person and over the telephone, or refers to the appropriate office or staff member; mails or provides requested materials and documents.

Answers, screens and refers telephone calls; takes telephone messages.

Types, formats, edits, revises, proofreads and prints notices, reports, correspondence, memoranda, transmittal sheets and other documents; types from rough notes, drafts and brief oral instructions;

Operates a computer terminal and performs word processing and/or data entry in accordance with standard procedures and computer software requirements; verifies the accuracy of materials produced and/or input data; generates reports and documents.

Maintains a variety of standard office and specialized records and files; prepares manual and computer logs and files; summarizes information and prepares routine reports.

Picks up and distributes incoming mail; opens, logs and routes office mail; stuffs, sorts and prepares outgoing mail.

OTHER DUTIES

Operates a variety of standard office equipment; performs miscellaneous clerical tasks.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Office administration practices and procedures; correct English usage, including spelling, grammar and punctuation; Commission and section rules, policies and procedures applicable to assigned areas of work; recordkeeping and filing practices and procedures.

Ability to:

Operate a computer terminal for word processing and data input; operate standard office equipment; properly use telephone and paging equipment; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound independent judgment within areas of responsibility; organize and maintain office and specialized files; communicate clearly and effectively orally and in writing; understand and follow written and oral instructions; prepare clear, accurate and concise records and reports; use tact, discretion and courtesy in dealing with customers; establish and maintain effective working relationships with Commission managers, staff, applicants, property owners, officials, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and one year of office administrative or general clerical experience involving public contact; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data and information; analyze and solve routine problems; observe and interpret situations; perform basic arithmetic calculations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under established deadlines; and interact with Commission managers, staff, applicants, property owners, officials, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions.