

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Receptionist</u>
Sch & Grade	<u>PAT-3</u>
Class Code	<u>FE63</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

**PRIMARY PURPOSE:**

Serves as the central phone operator for a large group of administrative offices and greets visitors entering the building.

**SUPERVISION:**

Under direct supervision.

**DESCRIPTION OF WORK:  
ESSENTIAL FUNCTIONS:**

1. Serves as first line receptionist for a large group of administrative offices.
2. Greets a large number of diverse visitors and effectively responds to their inquiries including directing them to appropriate staff, supplying informational brochures, and dispensing general information regarding departments, employees and services of the City.
3. Responds to a large number of incoming phone calls through the operation of a telephone console including supplying requested information and/or connecting the caller with the proper department, staff member, and/or appropriate outside agency.
4. Maintains an up-to-date list of departments and employees which includes work location addresses and telephone numbers as required for in-house use.
5. Tracks information and maintains the necessary records in connection with visitors and callers including recording and filing referral numbers and/or logging information regarding staff availability.
6. Utilizes a computer and/or typewriter to maintain or generate mailing lists, schedules, labels, basic reports, records, etc.; enters or updates standard information in a data base which does not require a high level of speed.
7. Clips newspaper articles affecting city government and compiles appropriate files for reference use as necessary.
8. Prepares files and records as required.
9. Sorts, organizes, and collates files, records, and other materials according to correct methodology.
10. Folds letters and fliers, attaches address labels, and stuffs envelopes for mailings.
11. Assists special events staff on event preparations and may be asked to work at special events throughout the year.

**IMPORTANT FUNCTIONS:**

1. Trains relief phone operators as necessary.
2. Maintains a neat and orderly workstation.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Accurate grammar and standard English usage; methods in effectively dealing with people including diffusing potentially negative situations.

**Abilities**

Operate a telephone console, computer, typewriter, and other modern office equipment; present an overall professional image; efficiently handle a large volume of phone calls and in-person inquiries which often occur simultaneously; type accurately; deal effectively and courteously with associates and the general public including effectively diffusing potentially negative situations; follow oral and written instructions; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; communicate effectively both verbally and in writing; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

One year of experience in dealing directly with the public.

**Physical Requirements**

Subject to sitting for long periods of time; holds and grips objects; must be able to effectively respond to phone and in-person inquiries in a timely manner; must possess ability necessary to operate a computer keyboard; pushes and pulls up to 25 pounds.

**Working Environment**

Indoors with heating and cooling regulated in a general office environment.

**Licensing/Certification**

None required.

**Miscellaneous Requirements**

None required.

<b>Last Revision:</b>	February 14, 2012	<b>GENERAL ORDINANCE NO.</b> 4341
<b>Comments:</b>	Updated Abilities	<b>Date:</b> June 14, 1993

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_