



City of Gunnison

Job Description

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| Job Title: | Receptionist | | |
| Department: | Public Works Department | Division: | Public Works Administration |
| FLSA Status: | Non-Exempt | Position Status: | Full-Time |
| Date Updated: | 2/22/2018 | Job Physical Level: | Light |
| General Purpose: | | | |
| Responsible for greeting clients and visitors to the Public Works Department. Assisting customers by providing information regarding Public Works services and writing work orders to address service requests in person, on the phone, and through email. | | | |
| Essential Duties and Responsibilities: | | | |
| <ul style="list-style-type: none"> • Provide excellent customer service. • Greet clients and visitors with a positive, helpful attitude. • Assist clients by providing information regarding Public Works services. • Write work orders for service requests and routing to the correct department. • Dispatch crews to location during urgent and emergency events. • Answer and administer phones in a professional manner. • Compose emails, letters, and documents. • Assist with a variety of administrative tasks including filing, copying, emailing, taking notes, and creating spreadsheets. • Create public notices and/or notify the public via social media, radio, newspaper, etc. • Order and maintain office supply inventory. • Assist colleagues with administrative tasks as needed. • Assist with electronics recycling. • Sort and distribute mail. • Compile billing information and forwarding to utility billing clerk. • Schedule and organize meetings, events, and appointments, make travel plans, prepare meeting rooms. • Keep front office clean and organized. | | | |
| Other Duties and Responsibilities: | | | |
| Performing ad-hoc administrative duties and other tasks as assigned. | | | |
| Job Qualifications | | | |
| Required Education and Experience: | High school diploma or equivalent. Prior office experience preferred. | | |
| Other Necessary Requirements: | Excellent verbal and written communication skills. Computer keyboard skills. | | |

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| | <p>Competency in Microsoft applications including Word, Excel, Access, and Outlook. Solid knowledge of basic office equipment such as photocopier, computers, tablets, and multi-line telephones.</p> <p>Solid knowledge of administrative and clerical procedures.</p> <p>Able to work positively as part of a team.</p> <p>Ability to intake different types of information and properly disseminate to multiple departments and personnel in a timely and organized fashion.</p> <p>Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at the level appropriate for the position held.</p> |
| Working Conditions | |
| Work Environment: | <p>The work environment is a typical office environment, with occasional outdoor work. Light physical effort required by handling objects up to 10 pounds frequently and more than 30 pounds occasionally.</p> <p>May encounter loud noises on occasion.</p> |
| Physical Activities: | <p>While performing the duties of this job, the employee is frequently required to sit and talk or listen. The employee is occasionally required to walk; use hands to handle or feel objects, tools, or controls; and reach with hands and arms; use ladders or step stools.</p> <p>Specific vision abilities required by this job include close vision and the ability to adjust focus.</p> |
| Tools and Equipment Used: | Standard office equipment. |
| Supervision Received: | |
| Works under the general supervision of the Public Works Director. | |
| Supervision Exercised: | |
| Generally, none. May supervise temporary staff or give assignments and direction to staff in training. | |

ACKNOWLEDGEMENT OF RECEIPT
PLEASE SIGN AND RETURN TO HUMAN RESOURCES

I, (print name) _____, acknowledge that I have received a copy of the current job description for the position of **RECEPTIONIST** with the City of Gunnison. I understand the job description does not constitute an employment agreement between the City of Gunnison and myself and is subject to change by the Management of City of Gunnison in its sole discretion. The duties listed above 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 the position.

Employee Signature

Date

Supervisor Signature

Date