

ENTRY DESK RECEPTIONIST

C- 9

City of Mission

Recreation Department

POSITION SUMMARY

Under the supervision of the Office Assistant/Administrative Supervisor, the Entry Desk/Receptionist position is a non-exempt position under FLSA. This position is responsible for conducting membership sales, class registrations, and collection of fees at Parks & Recreation Department facilities. Assisting the public with information and performing general secretarial duties are also responsibilities of this position. This employee should possess excellent secretarial, organizational, communication, and public relations skills.

ESSENTIAL FUNCTIONS

- Serves as telephone and counter receptionist;
- Greets the public cheerfully and courteously; provides public information;
- Checks in all patrons entering the facility;
- Performs data entry and filing;
- Maintains department inventory of office supplies and point-of-sale items;
- Assists in scheduling use of facility, rooms, and equipment;
- Operates and maintains office equipment;
- Follows and enforces department policies and procedures.

MARGINAL FUNCTIONS

- Attends department meetings as necessary;
- Receives, sorts, and distributes incoming correspondence;
- Assists the public in filling out forms;
- Accepts fees and payments for programs and/or facility dues;
- Performs other duties as deemed necessary or assigned.

Classification Quick View

FLSA: NON-EXEMPT

ADA: APPLICABLE

FMLA: ELIGIBLE

OSHA:

WORKING CONDITIONS:

***ENTRY DESK/RECEPTIONIST
POSITION REQUIREMENTS***

Experience: Six months of similar or related experience is required. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within three months of employment.

Education: A high school diploma or GED is required.

Technical Skills: A working knowledge of office procedures, computers, and mathematics is required. This employee must be able to operate computers, copy machines, fax machines, telephones, cash registers, and other office equipment. The ability to work in the presence of distractions, to read and interpret written instructions, letters, and other documents is required. This employee should possess excellent organizational, secretarial, public relations, oral and written communication skills.

Problem Solving: Limited problem solving is involved in this position. This employee encounters problems with citizen issues and concerns, equipment malfunctions, and scheduling conflicts.

Decision Making: Limited decision making is involved in this position. This employee makes decisions about resolving citizen issues and concerns, prioritizing daily work assignments, and performing daily duties in the most efficient manner.

Supervision: This employee works with frequent supervision from the Office Assistant/Administrative Supervisor. This employee does not exercise any supervisory responsibilities over subordinate personnel.

Financial Accountability: This employee is responsible for city resources. This employee does not participate in the annual budget process.

Personal Relations: Daily contact with the general public, co-workers, supervisory personnel, and the organization's governing body is expected.

Working Conditions: No adverse working conditions exist within this position. Working in an office setting with a computer is the primary aspect of this position.

Physical Requirements: Physical activity *associated with working in an office setting* is required *to perform the daily duties of this position.*

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.