

Title: City Hall Receptionist/Switchboard Operator
PG: 22
Status: Civil Service
Position Reports to: Designated Supervisor
Department: Public Information

Class Code: 6539
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is routine responsible work in the operation of a switchboard and acting as the receptionist of City Hall. Work requires ability to remember names and extensions of those served and to react quickly in the prompt placing and receiving of calls. Duties also involve furnishing general information as required to people entering the building.

ESSENTIAL FUNCTIONS:

1. Answers incoming intra-office, local and long distance telephone calls and makes proper connections; places outgoing calls.
2. Gives routine non-technical information upon request and refers other questions to the proper person; trains new employees hired as telephone operators.
3. Maintains a record of long distance telephone calls directed through the switchboard.
4. Prepares lower level public relations duties for the City when dealing with people who come into City Hall for many reasons. Assists them with requests concerning all City departments.
5. Researches questions asked by citizens and returns calls providing information as requested.
6. Acts as a receptionist and gives information and directions to visitors.
7. Receives, opens and distributes incoming mail.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of modern telephone practices, procedures and equipment
2. Knowledge of the general functioning of all City Departments.
3. Ability to deal effectively with citizens, employees and other.
4. Knowledge of business English, spelling and mathematics.
5. Ability to learn City and departmental policies and procedures.
6. Ability to understand and follow moderately complex oral and written instructions.
7. Ability to establish and maintain effective relationships with other City employees and the general public.
8. Organizational skills including the ability to prioritize incoming calls and route calls to appropriate persons.
9. Ability to work in a busy and stressful environment.
10. Ability to cultivate a positive image of the City with its citizens and customers.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. High school diploma or its equivalent
2. Two (2) years of experience in the operation of a switchboard and reception duties

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3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. May be required to possess and maintain a valid state of Florida driver's license.
2. May be required to possess and maintain a valid home telephone.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.