

City of St. Charles Position Description 	Position Title	Receptionist		
	Department	City Administration	Division	
			Section	
	Full/Part Time	Part Time	Union	Non-Union
	Reports to	Sr. Administrative Assistant	Positions Supervised	None
FSLA Status	Non-Exempt	Salary Grade	Q	

Position Description Overview

This position, under the general supervision of the Senior Administrative Assistant, is responsible for serving citizens and visitors by greeting, welcoming, and directing them; notifying City personnel of visitors' arrival; and answering the City's main telephone line and directing calls accordingly. This position is a job sharing function between the a.m. and p.m. shifts, which may require working additional hours as needed for coverage.

- Essential Job Functions**
- Standard*
1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
 2. Adhere to all departmental and City safety policies.
 3. Consistent attendance and punctuality is required.
- Position-Specific*
1. Welcome citizens and visitors by greeting them, in person or on the telephone, and answering or referring inquiries.
 2. Direct residents and visitors to City staff/departments by implementing the security measures within the Municipal Building (maintaining sign in/sign out log, issuing visitor tags).
 3. Answer telephone and respond to customer needs appropriately.
 4. Maintain a safe and clean reception area.
 5. Administer processing and replacement of handicap parking placards.
 6. Maintain current "Procedure Manual" and "Resource Guide," and monthly communication directory of all City staff.
 7. Publish and email to more than 75 employees the daily "News at your Fingertips," featuring news of St. Charles and the local area.
 8. Book, maintain, and cancel meeting room reservations for City departments, committees, community partners, non-profit groups and homeowner's associations. Monitor when Dens A & B meeting room walls need to go up or down.

9. Administer the handicapped parking program and ensure proper compliance with state legislation in approving applications and granting appropriate parking permits.
10. The Receptionist position is a job sharing function between the a.m. and p.m. shifts. This may require working full-time hours on occasion. Ensuring coverage is the responsibility of the receptionists to coordinate amongst themselves, without involving the supervisor, whenever possible. Flexibility of hours is required for this position.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

1. Open and prepare the Atrium area for the day's business and close area at the end of the day.
2. Assist all City departments, as needed, to prepare special mailings and work on special projects.
3. Notarize documents as needed.
4. Schedule display windows (Main Street and Atrium).
5. Compose and prepare typewritten correspondence, reports, and documents.
6. Keep kiosks and brochure racks filled with current brochures and notices.
7. Process forms for renewal of notaries.
8. Maintain invitation logs for "Breakfast with Brian."
9. Lock Municipal Building at 4:30 p.m. if no evening meetings are scheduled.

Basic Requirements

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	<i>Standard</i>
	1. Proficient knowledge in personal computer skills, electronic mail, record keeping, data base activity, and word processing.
	<i>Position-Specific</i>
	N/A

Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.
	<p><i>Position-Specific</i></p> <p>N/A</p>
Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously, in a timely manner, and with minimal supervision. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability to communicate effectively with the job sharing partner to share information and ensure coordination of coverage, 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to collect, logically organize, and interpret information provided in verbal, written, and diagram form, and to make appropriate decisions or recommendations within the scope of position responsibilities. 8. Ability to speak and communicate clearly in an office environment. 9. Ability to speak effectively before groups of customers or employees. 10. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 11. Ability to compose routine correspondence and reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 13. Ability to type 35 words per minute. 14. Ability to work full-time hours as needed for coverage. Flexibility of hours is required for this position. 15. Possession of a valid driver's license.

	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to greet the public courteously and effectively, obtain information, and give understandable explanations or directions. 2. Ability to perform duties with initiative and good judgment and to use resourcefulness and tact in public contacts. 3. Ability to be bondable.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. High school diploma or equivalent required. 2. Minimum of one (1) year receptionist experience with general clerical experience, preferred. 3. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
<p>Physical/ Environmental Demands</p>	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus. <hr/> <p><i>Position-Specific</i></p> <p>N/A</p>

Position Description Acknowledgement

Position Title

Receptionist

Revised/Updated

3/19/14

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date