

Receptionist Job Description

1310.1 RECEPTIONIST JOB DESCRIPTION

Summary/Objective

The receptionist performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assists in developing and maintaining office forms, processes, and assists with administrative tasks to complete the mission of the District.
- Answers central telephone system and directs calls accordingly.
- Receives the public and answers questions, in person, by email and by telephone; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.
- Operates listed office machines as required.
- Prepares outgoing mail; sorts and distributes incoming mail.
- Duplicates and distributes materials.
- Composes, types and edits correspondence, reports, memoranda and other material.
- Assists public with the use of department facilities.
- Maintains office supply inventory.
- Adheres to District policies and procedures.

Competencies

- Communication proficiency
- Ethical Conduct
- Flexibility Initiative
- Time Management skills
- Collaboration skills
- Customer focus
- Some technical skills

Supervisory Responsibility

This position has no supervisory responsibilities.

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Procedure Manual

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Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms, and have constant use of overall vision. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m.

Travel

No travel is expected for this position.

Required Education and Experience

Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, some accounting and bookkeeping.

Two years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____