



CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

RECEPTIONIST/SECRETARY

DEFINITION

Under general supervision, performs a variety of reception and clerical duties; provides support for the City Manager's Office and other City Departments; provides information and assistance to all who call or come into City Hall and responds to general requests and inquiries; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

This classification reports directly to the Assistant to the City Manager. The position is distinguished from other administrative support classes in that duties are heavily focused on assisting the public. The Receptionist/Secretary receives instruction or assistance as new or unusual situations arise and has a general knowledge of general office procedures, all City Departments, and City policies and procedures.

ESSENTIAL DUTIES:

The duties assigned include, but are not limited to, the following:

- Serve as initial contact and resource person for City Hall; screen calls, visitors and mail; respond to complaints and requests for information and assistance; research questions to provide accurate information; ensure follow up to unanswered inquiries.
- Receive process and organize incoming mail.
- Independently compose letters, memoranda or basic reports from general instructions or information related to assigned responsibilities.
- Manage office support functions; prioritize and coordinate work assignments; review department work for accuracy.
- Perform various cashiering duties including preparation of daily cash receipts.
- Coordinate procurement and inventory of supplies.

- Operate modern office equipment including automated telephone system console, personal computer, fax, copier, and postage machine.
- Provide assistance to other City staff as necessary.
- Establish, maintain and foster positive and harmonious working relationships with City staff and all those contacted in the course of work.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

Office administration practices and procedures.

Principles of quality customer service and how to deal with difficult persons.

Word Processing methods, techniques and programs.

Principles of business letter writing: proper English, spelling, grammar, and punctuation use.

The basic functions and organization of City government.

Ability to:

Operate an automated telephone system console; use tact and discretion in dealing with sensitive situations, co-workers and the public.

Communicate clearly and effectively orally and in writing.

Perform data entry and varied clerical work with accuracy and efficiency.

Operate a computer using word processing and spreadsheet software; may include Microsoft Word, Excel, and Outlook.

Organize and maintain office files.

Understand and implement oral and written instruction.

Work independently in absence of supervision.

Training and Experience:

Any combination equivalent to experience and training that provides the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Education equivalent to completion of the twelfth grade; two years of reception and clerical experience preferably in municipal government or related field; any combination of experience and training that would likely provide the required knowledge and abilities.

Licenses:

Possession of a valid California Driver's License and a safe driving record at appointment is required.

Physical Standards:

Physical & Sensory Elements: The sensory demands of the job typically require speaking, hearing, touching and seeing. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Employee is frequently required to communicate with others, use a telephone and work on a personal computer. Close vision for reading and working on a visual display terminal screen and the ability to focus on small objects is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

Environmental Elements: Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be required to travel to other locations and attend meetings. Employees may routinely interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

Tools and Equipment:

Automated telephone system console, personal computer including, word processing and electronic calendar software programs; telephone; fax and copier; postage meter and other office equipment as necessary.

SELECTION GUIDELINES

All selection guidelines for this position are subject to City Council determination, and include a formal City application, rating of education and experience, oral interview, and reference check. Job-related tests may also be required. Successful completion of a background review, including fingerprinting, may be required. Selected candidate will be

required to provide written identification showing entitlement to legal residence in the United States.

The duties listed above are intended only as illustration 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.

Note: All employees of the City of Rancho Santa Margarita are designated to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employee's normal work assignments and may continue through the recovery phase of the emergency. (Per City Ordinance 03-04)