



CITY OF BANNING, CALIFORNIA

Receptionist

Job Code: 1630

FLSA

Exempt

Non-Exempt

JOB DEFINITION: Under close supervision, performs a variety of duties associated with answering main City telephone line, fielding calls, and greeting and directing visitors in the City's lobby area. Assists other administrative staff with overflow work, including word processing, data entry and internet research tasks. Must be available to work any assignment between 7:30 AM to 5:30 P.M. Monday through Friday.

ESSENTIAL FUNCTIONS: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES: Answers telephone calls and handles incoming calls by screening calls, providing information and assistance to callers, announcing calls, relaying calls and taking written messages. Greets and directs visitors to the City, including citizens and utility customers, vendors, job candidates, business and development applicants and customers. Screens visitors to control interruptions. Provides a variety of information about City departments and appropriate department contacts. Assures discretion in handling business communications. Schedules rooms for a variety of meetings and conferences for all departments and arranges amenities for visitors, guests and meeting attendees. Maintains master calendar of scheduled meetings.

Distributes applicable forms and information on behalf of City departments or divisions. Performs routine clerical functions incidental to reception activity. Proofreads documents. Filing and data entry. May distribute outgoing and incoming mail. May type general forms, memos and informational material on an overflow basis for executive level administrative staff.

Performs other duties as assigned or required.

KNOWLEDGE and SKILLS:

- Knowledge of customer service techniques and principles.
- Knowledge of organization and hierarchy of applicable city departments and divisions.
- Knowledge of the division of city, county, state and Federal organizational hierarchy.
- Knowledge of applicable City statutes, rules, policies, procedures, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of file and records management principles and workflow procedures.
- Knowledge of the use of office supplies and equipment.

- Skill in establishing and maintaining effective working relations with co-workers, staff, vendors, contractors, visitors, the general public and others having business with the City of Banning.
- Skill in reading, understanding, interpreting and applying relevant city statutes, rules, regulations, ordinances, codes, administrative orders, policies and procedures and other operational guidelines and directives.
- Skill in organizing and prioritizing multiple tasks and demands.
- Skill in operating a personal computer utilizing a variety of software applications.

MINIMUM QUALIFICATIONS: A high school diploma or GED. At least one year of general reception or office experience is desirable, but is not mandatory.

ADDITIONAL REQUIREMENTS: None.