

## Receptionist – City of Port Aransas, Texas

**Job Title:** Receptionist  
**Department:** Administration  
**Reports To:** Executive Assistant  
**FLSA Status:** Non-exempt  
**Prepared By:** Personnel Director and Executive Assistant  
**Salary/Grade:** 12  
**Date:** 8/3/20  
**Approved By:** David Parsons, City Manager  
**Approved Date:**

**Summary:** Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel by performing the following duties.

**Essential Duties and Responsibilities include the following:**

- Retrieves messages from the answering machine and forwards messages to appropriate personnel;
- Answers incoming telephone calls, determines the purpose of callers, and forwards calls to appropriate personnel or department;
- Takes and delivers messages to appropriate personnel;
- Answers questions about the organization and provides callers with basic information like phone numbers, addresses, directions, and other basic information;
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel;
- Monitors visitor access;
- Receives, sorts, and routes all mail, and maintains and routes publications;
- Manages office supplies by ordering the needs of other city personnel as well as maintaining a stock of frequently used items in supply cabinet.
- Runs miscellaneous errands around town as needed, such as, but not limited to, daily deposits to the bank and post office;
- Performs other clerical duties as needed, such as filing, photocopying and collating;
- Compiles and records Finance Department information for ad valorem taxes, airport fuel purchases, golf cart registration, and others as may be assigned;
- Take and records bus reservations and answers bus/shuttle related questions; and
- Other duties may be assigned.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies-

- *Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- *Written Communication* - Writes clearly and informatively; Able to read and interpret written information.
- *Leadership* – Exhibits confidence in self and others; Accepts feedback from others.

- *Quality Management* - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- *Organizational Support* - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- *Judgment*- Displays willingness to make decisions; Exhibits sound and accurate judgment.
- *Planning/Organizing* – Prioritizes and plans work activities; Uses time efficiently.
- *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
- *Quality* – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- *Quantity* – Meets productivity standards; Completes work in timely manner.
- *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- *Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- *Dependability*- Follows instructions, responds to management direction; Takes responsibility for own actions.
- *Initiative* - Volunteers readily; Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High school diploma or general education degree (GED); and one to three months related experience and/or training; or equivalent combination of education and experience; Basic office skills; customer service experience; good telephone etiquette; typing and computer skills preferred.

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills:** Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:** To perform the job successfully, an individual should have knowledge of internet software and word processing software.

**Certificates, Licenses, Registrations:** Valid Texas Driver License in good standing.

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

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is occasionally exposed to outside weather conditions; extreme cold and extreme heat. The noise level in the work environment is usually quiet.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_