

**CITY OF LA VISTA  
MAYOR AND CITY COUNCIL REPORT  
DECEMBER 15, 2015 AGENDA**

<b>Subject:</b>	<b>Type:</b>	<b>Submitted By:</b>
POSITION DESCRIPTION UPDATE	RESOLUTION ORDINANCE ◆ RECEIVE/FILE	PAM BUETHE CITY CLERK

**SYNOPSIS**

The position description for the part time Receptionist position has been updated.

**FISCAL IMPACT**

The FY16 General Fund Budget provides funding for the position of part time Receptionist at a salary range of 115.

**RECOMMENDATION**

Approval.

**BACKGROUND**

The approval of the FY16 budget included moving the part time position from human resources to administrative services in the City Clerk's office. The part time Receptionist position description has not been used or updated for a number of years and as a result requires updates to match the needs of the City Hall front office.

This part time clerical position has been utilized in various capacities over the years based on the needs of the organization at the time. The part time human resources position has been vacant since January of 2014 and we have held off on filling the position until our needs could be more thoroughly evaluated.

The Reorganization has required that additional responsibilities be taken on by members of the front office team which were previously done by the Deputy City Clerk and in anticipation of the move of the Permit Tech who assists in covering phones and the counter, it is has become apparent that assistance is necessary to allow members of the team to complete their work assignments and maintain continuous coverage for service to citizens contacting City Hall in person and via the phone.

## POSITION DESCRIPTION CITY OF LA VISTA

**POSITION TITLE:** Receptionist  
**POSITION REPORTS TO:** City Clerk  
**POSITION SUPERVISES:**

**DESCRIPTION:**

Under the direction of the City Clerk, serves as the front receptionist responsible for answering incoming calls, directing calls to appropriate contacts, greeting and directing guests, and minimal clerical duties.

**ESSENTIAL FUNCTIONS:** (with or without reasonable accommodation)

1. Answers and directs telephone calls. Will transfer caller to a voice mailbox when the contact is unavailable.
2. Greets and directs visitors to the City.
3. Receives and responds to citizen inquiries.
4. Provide callers or visitors with information such as City addresses, directions to City buildings, City phone or fax numbers, City website, and other related information.
5. Performs general filing assignments.
6. Opens and processes incoming mail. Oversees out-going mail as relates to postage meter operation.

**NONESSENTIAL FUNCTIONS:**

1. May order and manage office supplies and make necessary arrangement for office equipment repair as needed.
2. Performs administrative staff backup as needed.
3. Conducts or assists with special projects as needed.

**ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS**

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

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear. Hearing abilities correctable to normal levels.
- 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 the ability to adjust focus.

**Note:** Physical examination and drug screening tests will follow all conditional offers of employment

**EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE**

1. Graduation from an accredited high school or GED.
2. Secretarial/receptionist experience preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of standard office policies and procedures.
2. Basic knowledge of word-processing, spreadsheets and databases, preferably MS Office, Word, Excel and Access.
3. Telephone and customer service skills.
4. Basic alphabetization and filing skills.
5. Basic money changing skills.
6. Ability to type 45 words per minute.
7. Basic mathematical skills.
8. Ability to follow instruction.
9. Ability to read and write proficiently.
10. Ability to work independently without direct supervision.
11. Ability to operate office equipment such as personal computer, postage meter, photocopier and fax machine.
12. Ability to establish and maintain effective working relations with City officials, fellow employees and patrons.
13. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

---

(Signature)

---

(Date)

## POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Receptionist

POSITION REPORTS TO: City Clerk

POSITION SUPERVISES:

### DESCRIPTION:

Under the direction of the City Clerk, serves as lead the front receptionist and performs a wide variety of clerical functions, responsible for answering incoming calls, directing calls to appropriate contacts, greeting and directing guests, and minimal clerical duties.

### ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Answers and directs telephone calls, calls. Will transfer caller to a voice mailbox when the contact is unavailable.
2. Greets and directs visitors to the City.
- 2.3. Receives and responds to citizen inquiries.
- 2.4. Provide callers or visitors with information such as City addresses, directions to City buildings, City phone or fax numbers, City website, and other related information.
- 2.5. Performs general filing assignments.
3. Responsible for computerized receipts of all money for permits, parking violations, etc.
- 4.6. Opens and processes incoming mail, and Oversees out-going mail as relates to postage meter operation.
4. Assists with the issuance of various city permits.
6. Performs data entry as assigned to include parking violation payments and rescue billing payments.
7. Orders and manages office supplies and makes necessary arrangements for office equipment repair.
8. Provides support for Administrator, Assistant Administrator, Treasurer and Building Inspector.
9. Separates vendor checks, files pink copies and prepares checks for mailing.
10. Receives, processes and reports on handicap applications.
11. In the absence of Secretary/Receptionist, performs duties including: issuing permits and licenses, processing billings and general clerical support of the Building Department.
12. Performs general filing assignments, including time cards and pink slips.
13. Stuffs payroll checks for distribution.
14. Performs administrative staff backup as required.
15. Conducts or assists with special projects as required.
15.

### NONESSENTIAL FUNCTIONS:

1. May order and manage office supplies and make necessary arrangement for office equipment repair as needed.
2. Performs administrative staff backup as needed.
3. Conducts or assists with special projects as needed.

### ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

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

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

**Receptionist—Part-timeSecretary/Receptionist**

Position Description

Page 2, 12/11/2015

- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear. Hearing abilities correctable to normal levels.
- 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 the ability to adjust focus.

**Note:** Physical examination and drug screening tests will follow all conditional offers of employment

**EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE**

1. Graduation from an accredited high school or GED.
2. Secretarial/receptionist experience preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of standard office policies and procedures.
2. Basic knowledge of word-processing, spreadsheets and databases, preferably MS Office, Word, Excel and Access.
3. Telephone and customer service skills.
4. Basic alphabetization and filing skills.
5. Basic money changing skills.
6. Ability to type 45 words per minute.
7. Basic mathematical skills.
8. Ability to follow instruction.
9. Ability to read and write proficiently.
10. Ability to work independently without direct supervision.
11. Ability to operate office equipment such as personal computer, postage meter, photocopier and fax machine.
12. Ability to establish and maintain effective working relations with City officials, fellow employees and patrons.
13. Ability to maintain regular and dependable attendance on the job.



I have read and understand the requirements of this position description.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)