



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: ADMINISTRATIVE RECEPTIONIST - OCVB

BARGAINING UNIT: CIV BARGAINING CODE NUMBER: 5197

PAY RANGE CODE: 00180 REVISION DATE: 2/4/16

NATURE OF WORK:

This work involves answering telephone calls and greeting visitors to the department. This individual will respond to questions, take messages, refer callers, and implement administrative policies and procedures. An incumbent in this position exercises considerable independence in the performance of duties and responsibilities and receives general guidance from a superior.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Meets and greets clients and visitors, provides information or supplies, and directs visitors to the conference room or proper staff.

Refers appropriate visitor inquiries to the Visitor Information Center.

Answers incoming calls by answering general questions, directing to proper staff, or maintaining RSVPs.

Conducts RSVP calls regarding attendance to meetings and schedules appointments as requested.

Opens and sorts incoming mail, posts outgoing mail, and assists in shipping packages.

Maintains off-site inventory records.

Orders and maintains office supplies and inventory.

Inputs data into and works with the Customer Relationship Management (CRM) database system by updating accounts and contacts.

Assists management and executive staff with special projects, reports, maintain calendars, mailings, filing, accounts payables, and other tasks.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of telephone etiquette, including appropriate usage of English language.

Knowledge of departmental policies, procedures, and regulations.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to learn to use a multi-line telephone system.

Ability to sort mail of various kinds into alphabetical order or other order.

Ability to accurately record messages.

Ability to prioritize and manage multiple projects and responsibilities while meeting stringent deadlines.

Ability to communicate effectively, orally and in writing.

Ability to maintain confidentiality.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to travel independently to domestic and international destinations via commercial airlines.

Ability to establish and maintain effective working relationships with fellow employees, members of the tourism industry, and members of the general public.

Ability to sit from 76 to 100% of the time, to stand and walk from 26 to 50% of the time, and reach, bend, stoop, push and pull up to 25% of the time.

Ability to use up to thirty (30) pounds of force up to 25% of the time to move objects.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent

AND

Two (2) years of professional experience in office administration.

SPECIAL REQUIREMENTS:

Must possess a valid motor vehicle operator's license from the time of appointment.

Must be available to work flexible hours, weekends, and holidays.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises. Depending on the department/division, incumbents may not be allowed to leave the assigned area without a replacement.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer
Telephone

Facsimile Machine
Multi-line Telephone

Copier
Printer

Previous Revision Date(s):