



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: ADMINISTRATIVE RECEPTIONIST

BARGAINING UNIT: [FUNCTIONAL](#)

CODE NUMBER: 3065

PAY RANGE CODE: [00040](#)

REVISION DATE: 11/17/16

NATURE OF WORK:

Incumbents in this classification have assigned responsibilities and duties which involve working with or access to materials and documents relating to labor relations that conflict or can be perceived to conflict with membership in a recognized bargaining unit of the City of Omaha except the bargaining unit which represents this group of employees. This work involves responding to telephone callers and greeting visitors. Work includes responding to questions, taking messages, referring callers, and opening and distributing incoming mail. Discretion is required when giving or receiving information.

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.)*

Greets and receives visitors; asks and responds to questions using pre-determined protocol; determines needs, and refers them to the appropriate individual, division, or City departments.

Records calls in a manner designated to relay messages and to provide a permanent record.

Opens, logs, sorts, and distributes the division's or department's mail.

Enters and retrieves computer data.

Separates law book billing invoices and places books on shelves.

Provides forms and information to callers, mailing the document if requested.

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

Performs other related 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 use of courtesy and the proper use of the English language.

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 speak clearly and distinctly and to hear and listen to communicate.

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

Ability to sort mail into alphabetical or other order.

Ability to accurately record messages.

Ability to communicate to route telephone calls and greet visitors.

Ability to maintain confidentiality.

Ability to understand oral or written instructions.

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

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

Ability to sit and type 76 to 100% of the time.

Ability to move objects weighing up to ten (10) pounds up to 33% of the time.

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 diploma or its equivalent.

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 or 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
Calculator

Copier
Telephone

Facsimile Machine
Printer

Previous Revision Date(s): 4/29/93
4/25/96