

CITY OF OMAHA CLASS SPECIFICATION

No. 5195

RECEPTIONIST

NATURE OF WORK

This work involves answering telephone calls and greeting visitors to a department or division. Work includes responding to questions, taking messages, referring callers and opening and distributing incoming mail.

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

Greets and intercepts those who come in person to the department/division; asks questions and responds to questions. Receives phone calls for department/division staff using pre-determined protocol; asks questions of callers to determine needs.

Refers callers to the appropriate individual or City department/division to fulfill their needs.

Enters and retrieves computer data.

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

Opens and logs mail for department/division; sorts and distributes to designated individuals.

Provides forms and information to callers and mail same upon request.

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 telephone appropriate use of courtesy and the English language.

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

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

Ability to learn to operate a standard computer for data entry and retrieval.

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

Ability to accurately record messages.

Ability to understand oral or written instructions.

Ability to sit 76 to 100% of the time; reach 51 to 75% of the time; and stand and walk 0 to 25% of the time.

Ability to move objects weighing up to 10 pounds 0 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.)

Graduation from high school or GED, including courses in office practices.

WORKING CONDITIONS

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.)

Multi-line telephone
Copier
Telephone
Facsimile Machine
Typewriter
Computer

Approved: 3/25/93
1/29/98