



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: RECEPTIONIST TO THE CITY COUNCIL

BARGAINING UNIT: [FUNCTIONAL](#)

CODE NUMBER: 3067

PAY RANGE CODE: [00045](#)

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 is clerical work involving answering the telephone and receiving visitors for the City Council and Council staff. It also involves processing time and attendance forms for the department, processing vouchers, and scheduling meetings for the Council members and staff. Courtesy, cordiality, promptness, accuracy, and discretion are essential to this position. An incumbent in this position exercises independent judgment in transferring calls and written correspondence. In turn, the incumbent receives general supervision from the City Council Assistant.

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 visitors, inquires into the nature of the visit, responds to questions, and refers them to a council person or staff assistant, if necessary.

Answers the telephone and transfers calls or takes messages for the City Council and its staff.

Opens and sorts incoming mail, records return addresses, determines the nature of the contents, and distributes the mail and copies among the council members, council staff, and, when it concerns the council agenda, to the City Clerk.

Coordinates and schedules meetings for council members, council staff, and other individuals and groups.

Records time and attendance, daily arrival and departure times, leave requests of council staff members, and short-term absences of exempt department personnel.

Processes expense vouchers for supplies and council members' travel, matching invoices to statements, typing vouchers and forwarding them to the Finance Department for payment.

Enters and retrieves computer data.

Reads and becomes familiar with the weekly City Council agenda in order to respond to questions concerning agenda items.

Remains at the receptionist's desk until council sessions are completed, monitoring the proceedings in order to respond to questions and comments from other city employees and the public and to secure any personal or confidential items left behind.

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 business English, spelling, grammar, punctuation, and commercial mathematics.

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 use courtesy in dealing with telephone callers and visitors and the ability to ascertain the purpose of their calls or visits.

Ability to answer questions and take messages quickly and accurately.

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

Ability to sort mail, ascertain the nature of correspondence, and determine its distribution.

Ability to coordinate meetings at various times and places with large numbers of people with differing agendas, at times, on short notice.

Ability to post and maintain departmental records.

Ability to learn departmental regulations and procedures.

Ability to exercise independent judgment in the performance of duties, such as whether a telephone message call is urgent enough to warrant interrupting a council session.

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 from 76 to 100% of the time; stand and walk from 26 to 50% of the time; and to bend, stoop, and lift from 0 to 25% of the time.

Ability to use up to ten (10) pounds of force to move objects from 0 to 33% of the time, and to use lesser amounts of force to move objects from 34 to 100% 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 graduation 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 a standard office setting, involves considerable public contact, and is performed in normal conditions of humidity, fumes, odors, and dust.

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
Calculator

Copier
Facsimile Machine

Typewriter
Printer

Previous Revision Date(s): 4/27/93
4/25/96
1/29/98