

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Telephone Receptionist*
Department: *Finance*
Reports to: *Finance Office Manager - Utilities*
Status: *Non-exempt /Non - union*

Job Summary:

The telephone receptionist operates the City's main multi-line telephone system, receives and routes calls from the public and serves as a communication center to maintain a smooth flow of day-to-day communications. Other duties include providing information about City departments, functions and services, as well as providing backup for cashier and general office support for other City staff.

Essential Job Functions

1. Operate the City's main switchboard; receive and route calls from the public, paging individuals as appropriate; and help serve as a hub to facilitate a smooth flow of day-to-day communications. Take routine and detailed messages for City staff.
2. Respond to general inquiries from the public both in person and on the telephone. Provide information within scope of knowledge or refer to appropriate individuals.
3. Maintain current information on the various City departments, functions and facilities in order to respond to routine inquiries. Research information on local events, locations and other frequently asked questions.
4. Maintain and update the procedure manual for telephone receptionist position.
5. Maintain and update the animal licensing database.
6. Utilize finance department's software to enter customer data and batch utility payments.
7. Perform office, word processing, filing and other duties such as preparing letters for the Mayor, and assisting with human resource mailings and other tasks.
8. Assist with receiving and sorting mail for multiple departments.
9. Assist with website maintenance: input, edit and update information and format changes.
10. Assist customers with animal licensing and maintain animal license database.
11. Establish and maintain effective and cooperative working relationships with City officials and department heads, co-workers, supervisors and the general public using good judgment to handle customer complaints, respond to inquiries and resolve concerns in a positive and timely manner using tact and courtesy, sometimes under stressful situations.
12. Attend council meetings bi-monthly and record audio and video tapes of meetings; set tapes for broadcast.
13. Provide back up for cashier as assigned.

Associated Job Functions:

1. Attend various continuing education meetings, seminars, and workshops.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Basic knowledge of public relations and customer service skills, including the ability to maintain a pleasant voice and an amiable, willing attitude to resolve problems and handle upset or confused citizens in a courteous manner.
- Ability to quickly gain a working knowledge of the operation of City government.
- Ability to memorize, retain and recall information about City departments, functions and services as well as names and extension numbers of all City staff.
- Ability to operate a multi-line telephone console, with a paging function, in a manner conducive to maintaining positive relations with the public and City staff.
- Good oral communication and strong customer service skills to communicate effectively with the public in a courteous and helpful manner in situations that are sometimes stressful.
- Good listening and interpretation skills, and ability to provide proactive customer service or referral.
- Good organizational skills and ability to prioritize and multi-task in a rapidly changing environment.
- Good written skills and ability to draft, compose and proof correspondence and memoranda.

- Thorough knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to maintain confidentiality as appropriate.
- Ability to work independently with minimal supervision using problem-solving skills and good judgment.
- Ability to gain skill and competency with personal computer and a variety of software.
- Ability to utilize computerized cash receipts system and personal computer with associated City and department-specific software, and ability to enter information at an acceptable rate of speed.

Working Environment and Physical Demands:

Work is performed in a secure office environment and requires the ability to sit and use a telephone console and computer for extended periods of time; hand eye coordination and fine manipulation skills to operate computers and office equipment; as well as a normal range of hearing and visual acuity.

Experience and Training Requirements:

- High school diploma or GED equivalent, *and*
- One (1) to two (2) years of experience as a full service receptionist in a high volume customer service environment with good customer service skills.
- Coursework or training, beyond high school, in office skills, customer service, basic accounting, and written and verbal communication preferred.
- Cash handling experience preferred.
- Good computer operation skills and experience with a variety of software programs including Microsoft products, spreadsheet, database, customized and menu-driven programs. Must have keyboard skills of at least 40 wpm.
- Must pass driver's abstract and criminal history check to include credit check to be bonded for cash handling.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 4/95

FLSA: Non-exempt

Revised: 7/02, NWM/HR 1-04, HR 7/10, HR 3/13, HR 7/14, HR 5/15

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.