



Receptionist

City of Kenmore

SUMMARY

Provides responsible reception, general office support, and guest services to the elected and appointed staff of the City. Receives telephone callers, walk-in guests, and visitors to the City Hall. Assists with telecommunications services for staff and provides guest services to events sponsored by the City. Because of the small number of City employees, each staff member is expected to perform a wide range of office and field duties as may be required from time to time.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives telephone calls, guests, and unscheduled visitors, screening callers to determine the referral, directing and announcing visitors to the appropriate staff, and conveying routine information.
- Operates a complex multi-line telephone system to receive and direct incoming and facilitate outgoing calls.
- Responds to inquiries and conveys information about services provided by the City. Conveys policies and procedures, referring difficult or sensitive matters to the appropriate staff member.
- Receives facsimile and electronic transmittals and routes them to the appropriate destination. Assures proper handling of communications, particularly private information.
- Receives, signs for, notifies staff of receipt, and delivers special deliveries to the City.
- Conducts limited financial transactions such as pet licenses, following the proper procedures for accounting, receivables, and reporting.
- Prepares and maintains a variety of records, logs, and files, compiles and collates information, and maintains an adequate stock of supplies for reception area.
- Prepares a variety of letters, memos, forms, and reports as requested and ensures an adequate supply of public information and forms.
- Provides administrative support to the City Manager and City Council, including scheduling meetings, conference registrations and travel reservations, ordering supplies, and paying invoices, among other clerical and administrative duties.
- Provides administrative support to all City staff, including ordering business cards, logo wear and performing other similar tasks.
- Maintains a neat and orderly appearance for the reception area.
- Assists with setting up telephone and voice mail services.
- Compiles and distributes telephone directory trees, including frequent-use and emergency contact numbers. Maintains up-to-date emergency call numbers that support the City's emergency procedures and facilitate contact by outside emergency personnel.

- Assists with requests for new and modified phone extensions, including those connected with moves. May provide one-on-one orientation to telephone users on features.
- Arranges for, and otherwise records standard messages onto the automated phone feature. Adjusts messages for changes in schedules and business hours.
- Receives, dates, and forwards public records requests to the City Clerk.
- Performs general clerical services such as, but not limited to, making copies, data entry, and filing. Receives, date stamps, and forwards all mail to appropriate staff member or department.
- Ensures reliable and timely attendance.
- Performs other duties as assigned that support the overall objective of the position and the needs of the organization.

QUALIFICATIONS

Knowledge & Skills:

- Competency in administering a multi-line central telephone system and a business acumen that represents the City and City Council in a professional manner.
- Working knowledge of office practices, procedures, and equipment, including filing systems, receptionist, and telephone techniques, mail distribution processes, and letter and report writing.
- Basic knowledge of the operating characteristics of telephone exchange systems, including voicemail and call processing procedures, practices, and techniques.
- Basic knowledge of the services of the Kenmore City government.
- Basic math skills sufficient to code count, add, multiply, and divide.
- Working knowledge of and skill in using various standard office machines, including personal computers with word processing, and basic spreadsheets.
- Knowledge of and skill in using data entry screens for inputting information to databases.
- Sufficient interpersonal skills to work with a diverse population, exercise patience when dealing with internal and external customers, and convey information about the services of the City.

Abilities:

- Perform the duties and responsibilities of the position.
- Operate and troubleshoot computer-aided telephone systems, including those with voicemail and call processing.
- Learn and describe knowledge of City operations, functions, and programs.
- Plan, organize, and prioritize work to meet schedules and timelines.
- Work as a contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.
- Function indoors in an office environment.
- Ambulatory ability to sit for extended periods of time, to utilize computers and peripheral equipment, accomplish other desktop work, and to move to various campus locations.
- Use near vision to read printed materials and projected screens.
- Auditory ability to carry on conversations in person and over the phone.
- Retrieve work materials from overhead, waist, and ground level files.
- Manual and finger dexterity to write, use a pointing device and keyboard at an acceptable rate, operate a computer, and to operate other standardized office equipment, requiring repetitive motions.

- Driving ability to transport oneself in and around Kenmore and King County.

Education and Experience:

- The position typically requires a high school diploma and
- Two years' experience in an administrative support capacity that includes reception, telephone services, and guest relations.
- Any equivalent combination of experience and training that demonstrates the required knowledge, skills, and abilities may be considered.

Licenses and Certificates

- May require a valid driver's license.

ADDITIONAL INFORMATION

- Work Environment – Work performed will primarily take place indoors in an office environment.
- Hours of Work –City Hall working hours are typically 8:30 a.m.-5:00 p.m. This position is eligible for a partial teleworking arrangement. This position is required to be available for evening hours to attend or present in-person at City Council meetings as needed, or attend in-person, evening, or weekend meetings when necessary.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Department: City Manager

FLSA: Non-exempt

City of Kenmore

Revised: August 2024