

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	CITY HALL RECEPTIONIST	E-PLAN
CLASS TITLE:	Office Technician	SG:4
DEPARTMENT:	Executive	CS:N
		FLSA:Y
		EEO4CODE:AS

JOB SUMMARY:

This position provides the initial contact for customers and visitors to City Hall. Greets and provides customer service and clerical support for the City of Bellingham through the central reception function including, but not limited to, telephone and reception duties, handling mail and email, assisting visitors and providing information regarding multiple city departments or functions, and other general information to the public, in person, by telephone, letter or email. This position also performs administrative support to the Executive office as assigned, including assistance with planning community events and meetings, supporting the Mayor's Neighborhood Advisory Commission, and assisting in the preparation of brochures, handouts, flyers, social media posts and news releases.

SUPERVISORY RELATIONSHIP:

Reports directly to and receives work assignments from the Deputy Administrator. Completes tasks in compliance with established policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Greets the public, provides information pertaining to City services and programs and acts as primary customer service contact. Actively seeks to match customer needs quickly and cheerfully with appropriate City programs, services and staff.
2. Performs basic clerical tasks such as answering telephones, responding to emails, routing messages, opening and routing incoming mail and packages. May assist with other clerical work as assigned.
3. Assists citizens with basic applications and forms.
4. Assists with monthly Mayor's Neighborhood Advisory Committee meetings including making room reservations, agenda preparation and distribution, correspondence with committee members, and meeting minutes.
5. Assists with the creation of brochures, handouts, flyers, social media posts, website maintenance and media releases as assigned.
6. Assists with special event planning for the Executive office including venue and catering reservations, event promotion, set up and clean up, as assigned.
7. Maintains a proven record of excellent punctuality and attendance.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of the classification as assigned.

KNOWLEDGE AND SKILLS:

Knowledge:

- General knowledge of office practices and procedures as well as automated office systems including telephones, email, digital calendars, and other office equipment.
- Broad knowledge of general City information, sufficient to direct customers to needed services.

Skills:

- Competent in use of standard computer software programs such as word processing, spreadsheet and email software.
- Strong written communication skills including knowledge of business English, composition and formatting of meeting minutes and correspondence.
- Skill in planning, organizing and implementing plans for meetings and special events.
- Skill in diffusing difficult situations with angry or hostile citizens.

Ability to:

- Ability to communicate effectively and interact with other employees and the public using tact, courtesy, and good judgment.
- Ability to use appropriate judgment in interactions with challenging or angry individuals.
- Ability to multi-task and work with a high degree of accuracy and attention to detail in an environment of frequent interruptions.
- Ability to work independently, stay on task and adhere to identified priorities.
- Ability to understand and execute verbal and written instructions, policies and procedures.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to maintain consistent and punctual attendance, including during periods of inclement weather.
- Physically perform the essential functions of the job, including:
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Frequently communicate verbally;
 - Operate a multi-line telephone using a clear, well-modulated voice and good diction;
 - Hear in an environment with background noise and foot traffic;
 - Sit for long periods of time;
 - Occasionally lift and transport objects up to twenty-five (25) pounds;

WORKING ENVIRONMENT:

Work is performed in a central lobby setting in an open concept clerical station. Working conditions include noise, frequent interruptions, and other distractions.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one year of general office experience dealing with the public, sometimes in difficult or stressful situations.

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3/12

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6/17