



City of Live Oak

Administrative Receptionist Position Description

POSITION TITLE	Administrative Secretary
FUNCTIONAL AREA	Administration
PAY RANGE	\$14.31 per hour
CLASSIFICATION	Full-Time, Non-Exempt
APPROVED/UPDATED	

General Summary

The Administrative Receptionist performs a variety of customer service and administrative duties, primarily answering the main telephone line for the City, assisting callers and visitors, responding to general inquiries, and providing general clerical support to the Office of the City Manager.

Supervision Received and Exercised

The Administrative Receptionist works under the general supervision of the Executive Assistant to the City Manager. No supervisory duties are assigned to this position.

Essential Duties and Responsibilities

- Answers all incoming calls courteously and professionally.
- Provides exceptional customer service assistance to callers, taking messages and/or transferring callers to the appropriate personnel; maintains the main voice mail message, keeping it up to date and distributing after-hours messages as applicable.
- Assists City Hall visitors as they arrive and directs them to the appropriate department or staff.
- Responds to inquiries from the public and provides information as needed.
- Greets members of the public and visitors and announces them to pertinent staff and/or Council members.
- Schedules pick-up orders for FedEx, US Postal Service, UPS or other courier services as needed.
- Schedules appointments and perform other administrative tasks, including but not limited to typing and editing correspondence, reports, resolutions, memoranda, and other material requiring accuracy and completeness; creating spreadsheets and databases, preparing purchase orders, check requests and budget transfers, etc.

- Performs other related duties as directed by the supervising employee.

Minimum Qualifications

Education and Experience

- A high school diploma or GED.
- A minimum of two years of office experience in receptionist/customer service and secretarial work.

Other Required Competencies

- Exceptional customer service skills and professional phone etiquette.
- Knowledge of modern office practices and procedures.
- Ability to maintain effective working relationships with the general public and co-workers.
- Ability to deal with confidential and sensitive matters.
- Computer abilities including proficiency in Microsoft Outlook, Word, and Excel.
- Proficiency in oral and written communications.
- Maintains high ethical and professional standards.
- Exceptional organizational skills and experience.
- Must possess a valid Florida driver's license.

Working Conditions and Physical Factors

- Work is performed indoors in a typical office environment.
- Must have the use of sensory skills to effectively communicate and interact with other employees and the public through the use of the telephone, electronic mail, and personal contact.
- Physical capability to effectively use and operate various items of office-related equipment, such as, but not limited to, multiline telephone system, word processor, calculator, copier and facsimile machine, etc.
- No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing and pulling.

The minimum requirements may be waived by the City Manager. The City of Live Oak reserves the right to update and/or change this job description at any time. The City of Live Oak is an equal Employment Opportunity employer and Drug-Free Workplace.