City of Live Oak

Annex Receptionist Position Description

POSITION TITLE	Annex Receptionist
FUNCTIONAL AREA	City Hall Annex
PAY RANGE	Class 2
	Minimum: $31,200.00 or 15.00 / Hr.
	Maximum: $49,986.66
CLASSIFICATION	Full-Time (40 Hr. Week); Non-Exempt

General Job Description Summary:

The Annex Receptionist performs a variety of customer service and administrative duties, primarily serving customers by greeting, welcoming, and directing them to the appropriate departments within City Hall Annex and City Hall; notifying Annex and City Hall personnel of customer arrivals; making appointments for customers; assisting customers with forms, applications and documents; screening and forwarding incoming calls and electronic communications.

Supervision Received and Exercised:

The Annex Receptionist works under the overall supervision, general direction and guidance of the Community Development Manager, when filled; otherwise, under the overall supervision of the City Manager. The staff person serving as a Planner I shall serve as the coordinator for this position, as delineated in Planner I's job description. No supervisory duties are assigned to this position.

Essential Duties, Responsibilities and Skills:

- Receives customers at the front desk by greeting/welcoming them and directing them to the appropriate departments.
- Responds to inquiries from the public and provides information as needed.
- Provides exceptional customer service assistance to callers and takes messages and/or transfers callers to the appropriate personnel as needed.
- Provides primary clerical support for the Building Official and Code Enforcement Officer, as well as day-to-day staff support and assistance to Annex departments, which includes CRA and Planning & Zoning.
- Maintains lobby information brochures and applications, including, but not limited to: building permit applications, CRA grants information brochures/applications, and general information packets.
- Required to keep track of and order various office supply inventory and items for all Annex Departments.
- May be required to schedule appointments and perform other administrative tasks, including, but not limited to: typing and editing correspondences, reports, resolutions, memoranda, and other material requiring accuracy and completeness; creating spreadsheets and databases where applicable; entering purchase requisitions and work orders, etc.
- Performs other related duties as directed by supervisor.

Minimum Qualifications:

Education and Experience

- A minimum of a high school diploma or GED is required.
- A minimum of one (1) year office or related experience in receptionist/secretarial work and/or customer service is preferred.

Other Required Competencies

- Exceptional customer service skills and professional phone etiquette.
- Ability to maintain effective working relationships with the general public and co-workers.
- Ability to handle confidential and sensitive matters.
- Knowledge of and competency in using Microsoft Office products (including Word, Excel, PowerPoint, and Outlook) is required.
- 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 in order to effectively communicate and interact with other employees and the public through the use of the telephone, electronic mail, and personal contact.
- Requires physical capability to effectively use and operate various items of office-related equipment, including, but not limited to: multi-line desk telephone system, Windows-based desktop computer system, copier/scanner/fax machine, etc.
- Requires sitting for prolonged periods of time, with intermittent standing, walking, bending, crouching and repetitive motion; occasional lifting of light objects up to 10 pounds.

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.