

# POSITION DESCRIPTION

City of Monett

Monjob3

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**JOB TITLE:** Receptionist

**DEPARTMENT:** Administration

**SALARY RANGE:** Payroll – Level 4

**IMMEDIATE SUPERVISOR:** City Clerk

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## ESSENTIAL FUNCTIONS

I. Report Related Activities 55% of Time

- A. Generates first drafts of the license, business information, tax exemption, and sales tax reports, word processes and enters data into the computer assuring for accuracy and timeliness.
- B. Receives paperwork, maintains log books, generates licenses and distributes assuring for accuracy and timeliness.
- C. Responds to requests by immediate supervisor in an accurate, professional, complete and timely manner.
- D. Collects business information for City business licenses.
- E. Maintain mileage logs for all city vehicles.
- F. Receive phone calls and produce work orders for Public Works department.
- G. Book Park Casino and Community Building and send out bills.

II. Receptionist Activities 45% of Time

- A. Receives phone calls and responds to callers assuring for politeness, confidentiality, and professionalism.
- B. Forwards calls to the appropriate persons or takes messages assuring for politeness, accuracy, confidentiality, and professionalism. Provides general information or provides follow-up action on requests.

- C. Greets walk-in citizens and deals with their issues assuring for politeness, confidentiality, accuracy, and professionalism.
- D. Deals with the public in a professional, courteous manner.
- E. Responds to requests by immediate supervisor in an accurate, professional, complete and timely manner.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

### **WORK ENVIRONMENT**

- ◆ Average accessibility of all work sites required for the position.
- ◆ Average exposure to weather and temperature extremes.
- ◆ Average exposure to chemicals and fumes.
- ◆ Average exposure to heights.
- ◆ Average exposure to work safety hazards.
- ◆ Average amount of overtime/extended work hours required.
- ◆ Average exposure to dust.
- ◆ Average exposure to loud noises.
- ◆ Average exposure to darkness.
- ◆ Average exposure to cramped spaces.

### **PHYSICAL EFFORT**

- ◆ Normal physical mobility: movement from place to place on the job, considering distance and speed.
- ◆ Normal physical agility: ability to maneuver body while in place.
- ◆ Normal physical strength to handle routine office materials and tools.
- ◆ Normal physical strength to handle 30 lb. objects, considering frequency.
- ◆ Normal dexterity of hands and fingers.
- ◆ Normal physical balance: ability to maintain balance and physical control.
- ◆ Normal coordination, including eye/hand, hand/foot, etc.

- ◆ Normal endurance.

### **KNOWLEDGE REQUIREMENTS**

- ◆ Completed High School Diploma or equivalent.
- ◆ Experience and proficiency with computers.
- ◆ Ability to deal with difficult people.
- ◆ Good telephone skills.

### **MENTAL EFFORT**

- ◆ Normal concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- ◆ Average memory, considering the amount and type of information.
- ◆ Normal complexity of decision making.
- ◆ Normal time pressure of decision making.
- ◆ Normal analytical thinking.
- ◆ Normal conceptual thinking.

### **COMMUNICATION**

- ◆ Average verbal communication.
- ◆ Average written communication.
- ◆ Average non-verbal communication

### **SENSORY ABILITIES**

- ◆ Normal ability to see.
- ◆ Normal ability to distinguish colors.
- ◆ Normal ability to hear.
- ◆ Normal ability to smell.
- ◆ Normal sense of touch