

RECEPTIONIST

Job Code: 4208

DEFINITION: Under close supervision, performs routine functions associated with public contact at the counter, by phone and mail.

ESSENTIAL FUNCTIONS:

(Essential functions, as defined under the Americans with Disabilities Act may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.**)

TASKS:

Receives and determines needs of visitors and callers; directs calls to proper party; provides information and assistance within the scope of authorization; takes and delivers messages; greets visitors; responds to inquiries; accepts, opens, distributes and routes incoming mail; collects and prepares outgoing mail; maintains daily postage expense logs.

Responds to inquires regarding housing programs; provides forms and gives instructions regarding processes and requirements; schedules appointments; sets up files, folders and records; reviews and enters applications and information into automated system; updates logs regarding changes to applicant information; updates other records; operates a variety of office equipment; -provides and distributes copies, records, and other items.

Performs other duties as assigned or required.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- ◆ Knowledge of applicable local, state and Federal statutes, rules, regulations, ordinances, codes, City of Yuma and departmental policies and procedures, and other governing documents.
- ◆ Knowledge of the basic principles of files and records management.
- ◆ Knowledge of modern office equipment, materials, and provisions.
- ◆ Knowledge of the principles of customer service and customer care.
- ◆ Skill in working with a diverse population in person and by phone.
- ◆ Skill in applying the principles of customer service and customer care in a variety of situations and circumstances.
- ◆ Skill in establishing and maintaining effective working relations with employees, other departments, contractors, vendors, the general public and others having business with the Housing Authority of the City of Yuma.
- ◆ Skill in operating a computer utilizing a variety of software applications.

(continued on reverse side)

RECEPTIONIST

Job Code: 4208

MINIMUM QUALIFICATIONS:

A High School diploma or GED AND relevant clerical, secretarial, receptionist or closely related responsibilities in a business, medical or law office

Additional Requirements:

May be exposed to potential physical harm from clients related to eviction, wait list status, rent increases and/or related issues.

May be exposed to contagious diseases.