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**TEMPLE CITY  
CLASS SPECIFICATIONS**

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**RECEPTIONIST**

**DEFINITION:**

The Receptionist is City Hall's main switchboard operator; inputs month end financial information; operates City Hall's radio system; and does related work as required. The Receptionist is assigned to the Management Services Department, and is supervised by the Senior Management Assistant.

**EXAMPLES OF DUTIES:**

Serves as main receptionist; greets public and provides information on routine questions both on the phone and at the counter; data entry of monthly journal entries, budget amendments and cash receipts; assists in the processing and collection of business license applications and fees; operates the City's radio system; performs a wide variety of clerical work including typing, filing, recording information, preparing reports, sorts and distributes mail; and performs related duties as assigned.

**DESIRABLE QUALIFICATIONS:**

Knowledge of: Modern office practices and procedures; operating a telephone system; quality customer service; correct English grammar in letter and report writing; data processing systems and procedures.

Ability to: Operate a telephone system; provide quality customer service; operate a computer and other office machines; communicate clearly and concisely, both orally and in writing; ability to respond to inquires, complaints and requests in a fair and tactful manner; type accurately at the rate of 45 words per minute; understand and carry out oral and written instructions; maintain effective and cooperative work relationships.

Education and Experience: Completion of high school, supplemented by courses in office practices and procedures; two years of responsible clerical experience. Qualifying experience may be substituted for the supplemental education requirement.

**OTHER QUALIFICATIONS:**

Possession of a valid Class C motor vehicle operator's license from the State of California.

Ability to operate a computer, typewriter, calculator, telephone, copying machine and cash register.

Ability to understand and respond to the public and staff's requests for assistance both on the telephone and in person.

Ability to prepare routine narrative reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit for up to two hours at a time.

Ability to see.

Ability to climb a footstool or ladder for the purposes of retrieving records from storage.

Ability to get from one location to another in the course of doing business.