CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **City Hall Receptionist**

DEPARTMENT: **Executive**

E-PLAN
SG:E1-2
CS:N
FLSA:Y
EEO4CODE:AS

JOB SUMMARY:

Provides initial contact for customers and visitors to City Hall. Greets and provides customer service and clerical support for the City of Bellingham through the central reception function including, but not limited to, telephone and reception duties, handling mail and email, assisting visitors and providing information regarding multiple city departments or functions, and other general information to the public, in person, by telephone, letter or email. Performs administrative support to the Executive office as assigned, including assistance with planning community events and meetings, supporting the Mayor's Neighborhood Advisory Commission, and assisting in the preparation of brochures, handouts, flyers, social media posts and news releases.

SUPERVISORY RELATIONSHIP:

Reports directly to and receives work assignments from the Deputy Administrator. Completes tasks in compliance with established policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Greets the public and provides information pertaining to City services and programs and acts as primary customer service contact. Actively seeks to match customer needs quickly and cheerfully with appropriate City programs, services and staff.

2. Performs basic clerical tasks such as answering telephones, responding to emails, routing messages, opening and routing incoming mail and packages. May assist with other clerical work as assigned.

3. Assists citizens with basic applications and forms.

4. Assists with monthly Mayor's Neighborhood Advisory Committee meetings including making room reservations, agenda preparation and distribution, correspondence with committee members, and meeting minutes.

5. Assists with the creation of brochures, handouts, flyers, social media posts, website maintenance and media releases as assigned.

6. Assists with special event planning for the Executive office including venue and catering reservations, event promotion, set up and clean up, as assigned.

7. Maintains a proven record of excellent punctuality and attendance.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- General knowledge of office practices and procedures as well as automated office systems including telephones, email, digital calendars, and other office equipment.
- Broad knowledge of general City information, sufficient to direct customers to needed services.

Skill in:
- Use of standard computer software programs such as word processing, spreadsheet and email software.
- Strong written communication skills including knowledge of business English, composition and formatting of meeting minutes and correspondence.
- Panning, organizing and implementing plans for meetings and special events.
- Diffusing difficult situations with angry or hostile citizens.

Ability to:
- Communicate effectively and interact with other employees and the public using tact, courtesy, and good judgment.
- Use appropriate judgment in interactions with challenging or angry individuals.
- Multi-task and work with a high degree of accuracy and attention to detail in an environment of frequent interruptions.
- Work independently, stay on task and adhere to identified priorities.
- Understand and execute verbal and written instructions, policies and procedures.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently remain stationary for long periods of time;
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Respond quickly in a noisy fast-paced environment;
  - Occasionally transport objects weighing up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed in a central lobby setting in an open concept clerical station with the majority of the time spent at a computer workstation. Working conditions include noise, frequent interruptions, and other distractions. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one year of general office experience dealing with the public, sometimes in difficult or stressful situations.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check.

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3/12

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6/17