CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Public Works Receptionist**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Public Works - Administration & Engineering Divisions**	**EEO4CODE:AS**

JOB SUMMARY:

Serves as receptionist for the Administration and Engineering Divisions of the Public Works Department utilizing a multi-line, digital telephone and computerized message system. Work requires general knowledge of Public Works functions and procedures in order to relay questions, problems and complaints to appropriate staff. Performs a variety of detailed clerical and support tasks utilizing computerized systems to prepare correspondence, forms and reports; maintains computerized and manual files and records.

SUPERVISORY RELATIONSHIP:

Reports to the Administrative Coordinator. May receive direction from the Public Works Assistant (OA III) and assignments from Engineering staff. As skills are gained, independent performance under general supervision is expected with guidance provided for technical problem solving.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs reception duties: greets, assists and provides general information to visitors of the Public Works Department both in person and utilizing multi-line telephone console and computerized message system. Screens calls, records messages and/or inquiries for appropriate staff. Communicates with staff using intercom system, cell phone and two-way radio.

2. Maintains Public Works permits record keeping system using manual and automated methods. Compiles, verifies and enters, updates and retrieves information in the Tidemark permit system. Verifies permit approval and payment. Dispatches inspections for sewer, water, and stormwater permits.

3. Performs clerical and secretarial duties such as typing, word processing and editing of correspondence, notices, reports, forms, and labels. Updates manuals, faxes, photocopies and performs other related duties as assigned.

4. Processes Administration and Engineering Divisions timesheets: checks addition and assigns payroll codes as instructed by supervisor.

5. Opens, sorts and distributes mail. Collates, labels, and processes bulk mailings. Distributes bids, news releases, notices and periodicals.

6. Assumes responsibility for day-to-day project filing. Assists in the preparation of records for archives; creates transmittal sheets.

7. Maintains conference room schedule for Public Works staff and various city uses.

8. Records and posts employee vacations and flex schedules.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of the classification that can be performed at the reception workstation.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- Ability to communicate effectively and to provide clear explanations on procedures and regulations utilizing good interpersonal skills, courtesy, tact and good judgment.
- Ability to gain a working knowledge of the purpose, practices and policies of the Public Works Department and to practically apply as appropriate.
- Ability to use standard office equipment such as multi-line phone system, two-way radio, computer terminal, copier and fax machine.
- Ability to accurately maintain a variety of computerized and hard copy files using alphanumeric, category, indexing and cross-reference methods. Good computer skills and the ability to use automated office systems to include word processing, data entry/retrieval, file maintenance and record keeping systems.
- Knowledge of business English grammar, punctuation, spelling, composition and letter format.
- Ability to perform a variety of basic math functions and utilize 10-key adding machine with accuracy.
- Ability to handle extensive public contact and remain calm in stressful situations.
- Ability to work with accuracy and attention to detail in an environment of multi-tasking and frequent interruptions.
- Ability to work with a minimum of supervision and perform duties thoroughly.
- Ability to work independently, stay on task and manage time effectively.
- Physical ability to perform the essential functions of the job including adequate hearing for telephone, two-way radio and voice communication; clear well-modulated voice with good diction, visual acuity, finger dexterity for computer work.

WORKING ENVIRONMENT:

Work is performed in a busy office environment that includes a normal range of noise and frequent distractions with very low risks working around standard office equipment. Work involves sitting and working in front of a computer terminal for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of clerical experience in a busy office environment, including receptionist duties with extensive public contact and computerized record keeping required.
- Experience with a variety of computer software programs; Microsoft Office experience preferred.
- Ability to type 45 wpm NET required.
- Ability to use 10-key adding machine by touch preferred.

PREPARED BY: S. Hodges
11/90

REVIEWED BY: _____
Richard McKinley
Public Works Director

REVISED BY: S. Hodges
A. Ruiz 5/94
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C. Sellin 8/95
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COMMISSION ALLOCATION: _____