

CITY OF STONE MOUNTAIN CLASS SPECIFICATION

POSITION TITLE : Clerk/Receptionist
REPORTS TO : City Clerk
DEPARTMENT : Administration
REVISED : September 19, 2017

NATURE OF WORK:

This position is responsible for general administrative duties at the front desk in City Hall. The work involves telephone, clerical, data entry, correspondence, customer service and reporting duties.

MAJOR RESPONSIBILITIES AND DUTIES:

- Receives and routes telephone calls to the appropriate department
- Answers routine inquiries by phone regarding city services
- Enter clerical data as needed
- Type correspondence as needed
- Receives and distributes incoming mail
- Prepares, posts, and distributes outgoing mail
- Receives visitors to City Hall
- Enters service requests
- Performs related work as required
- Enters requisitions for supplies
- Serves as customer service liaison for administrative departments

DESIRABLE QUALIFICATIONS:

Education and Experience

- High school diploma or equivalent
- Responsible work experience in a similar position

Knowledge, Skills and Abilities

- Thorough knowledge of business English, spelling and arithmetic
- Thorough knowledge of modern office practices, methods, equipment and standard clerical procedures
- Thorough knowledge of office equipment and other machines such as a personal computer, typewriter, facsimile machine and ten key adding machine
- Ability to work independently under general supervision
- Ability to learn policies, rules, regulations, and procedures
- Ability to communicate clearly both orally and in writing
- Ability to establish and maintain effective working relationships with city employees, department directors and elected officials
- Ability to meet and deal courteously with residents, business owners and the general public

Requirements included in this class specification are subject to possible modification to reasonably accommodate individuals with disabilities.

The City of Stone Mountain is an equal opportunity employer.

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the position of Clerk/Receptionist and certify that I can perform these functions. I understand that the duties are subject to change by the City Manager.

Applicant Signature

Date

Witness

Print Applicants' Name

Print Witness's Name