



## **City of Laguna Niguel Job Description**

### **RECEPTIONIST PT**

Maintenance, Clerical, and Technical Unit  
FLSA: Non-exempt

#### **DEFINITION**

Answer telephones; greet members of the public; provide information regarding services and activities.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from supervisory staff.

#### **EXAMPLES OF IMPORTANT DUTIES AND RESPONSIBILITIES**

*Important responsibilities and duties may include, but are not limited to, the following:*

- ◆ Answer telephones.
- ◆ Greet public and respond to inquiries.
- ◆ Provide general information regarding City services and activities.
- ◆ Assist with general office duties and registering of patrons.
- ◆ Provide referral to outside agencies when necessary.
- ◆ Open, close, and secure the building.
- ◆ Perform related duties as assigned.

#### **QUALIFICATIONS**

##### **Knowledge of:**

- ◆ General operation of a switchboard.

##### **Ability to:**

- ◆ Answer multiple telephone lines quickly and efficiently.
- ◆ Learn computer skills.
- ◆ Provide responsive and courteous assistance to members of the public.
- ◆ Speak and read the English language effectively.
- ◆ Understand and carry out instructions.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Establish and maintain cooperative working relationships.

##### **Experience and Training:**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Some experience as a receptionist is desirable.

Equivalent to completion of the twelfth grade.

### **PHYSICAL DEMANDS**

*The physical demands described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is frequently required to sit, talk, and hear; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, stoop, kneel, and crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually quiet.