



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 482.1

Job Title: **RECEPTIONIST**

Pay Grade: 7

GENERAL SUMMARY:

Answers incoming telephone calls and greets/directs visitors.

RESPONSIBILITIES:

- Performs telephone switchboard duties, directs calls, inquiries and complaints to the proper persons and takes messages.
- Greets, registers, assists and directs visitors.
- Performs light typing, sorting and filing duties as needed.
- Assists with various projects as requested.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

Six months of general clerical experience are required.

COMPLEXITY:

Work consists of routine and repetitive tasks, processes or operations requiring the selection and execution of simple actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

SPECIFICATIONS: (continued)

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Clerk
- Clerk Typist
- Receptionist
- Senior Clerk
- Administrative Aide

Effective: October 1990
Revised: December 1991