



RECEPTIONIST

Revised 12/08/17

A. GENERAL PURPOSE

Performs general receptionist and clerical duties including the following: greeting and assisting visitors; answering the phone; scheduling appointments; receiving and distributing materials; filing; scanning, and copying. Also provides general administrative assistance to other City Staff as directed by the City Administrator.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets the public and directs them to appropriate City officials.
2. Manages telephone communications by answering the phone, transferring calls, screening calls, and taking messages in a professional manner.
3. Manages paper communication including document intake from the public; ensuring that documents are date stamped as needed, and delivered to the correct department for processing.
4. Delivers and picks up mail and packages, sorts, date stamps, and distributes.
5. Schedules appointments of City officials and staff.
6. Copies, scans, and emails documents.
7. Assists the public in obtaining City documents.
8. Assist in the receipting and replying to records requests of the public.
9. Schedules use of meeting rooms.
10. Maintains lists of officials, staff, and frequently asked information.
11. Receives payments for various applications on behalf of the City while following correct

payment processing and handling procedures.

12. Ensures the City Hall lobby, conference room, bathrooms, and meeting room areas are kept pleasant, clean, and orderly.
13. Receives and distributes general complaints.
14. Travels to various destinations in and out of the City.
15. Performs other tasks as assigned by City Administrator.
16. Distributes permit applications, permits and other documents to the public.
17. Assists in scheduling Triangle Community Service Banners.
18. Receives and assists in processing First Thursday and Itinerant Vendor Applications.
19. Reports to Director of Public Works on calls from the public involving emergencies and public works.

C. NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

1. Skill in operating the listed tools and equipment.
2. Ability to establish and maintain effective working relationships with employees, City officials, and the general public.
3. Ability to communicate effectively orally and in writing.
4. Ability to type, file, sort documents, and post notices.
5. Ability to handle confidential and sensitive information while maintaining confidentiality.

D. TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software; email, phone; and copy machine.

E. SPECIAL REQUIREMENTS

1. A valid state driver's license.
2. While performing the duties of this job, the employee is required to sit for extended periods of time and communicate orally with others. The employee is occasionally required to move about the building and travel to other locations.

3. The employee must be able to carry, lift, hold, push and/or pull up to 50 pounds of office supplies, files, equipment, and furniture.

F. WORK HOURS

Typical work hours are between 8:00 am and 5:00 pm including one hour for lunch, Monday through Friday except holidays. This position is non-exempt and eligible for overtime pursuant to the needs of the City and at the direction of the City Administrator. Any overtime hours performed must be preapproved by the City Administrator.

G. SALARY

Salary is commensurate with the position. Pay days are every other Friday or as otherwise determined by the "CITY OF DRIPPING SPRINGS PERSONNEL MANUAL."

H. BENEFITS

Benefits shall be in accordance with those outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as may be modified by the specific employee's offer letter.

I. Equal Opportunity Employer

The City's employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, handicap, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. If you would like to arrange for accommodations, we encourage you to contact Ginger Faught at (512) 858-4725.

***Please note:** This Position Description is not a contract, and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Position Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*