

# CITY OF FLORENCE

## Job Description

<b>Job Title: Part-time Receptionist/PBX Operator</b>	<b>Department: Utilities</b>
<b>Immediate Supervisor: Customer Service Supervisor</b>	<b>Section: Customer Service</b>
<b>Classification Level: Part-time</b>	
<b>Exempt Status: Non-Exempt</b>	

### **Job Summary:**

Operates the City's PBX switchboard in an alert, prompt, and courteous manner. Greets visitors to City Hall, providing information and directions. Registers utility customers for customer service and coordinates their assignment to a Customer Service Representative. Has clerical responsibilities related to the Customer Service section.

### **Essential Duties and Responsibilities:**

1. Answers incoming telephone calls promptly and courteously. Ascertains the needs of the caller and routes the call to the proper individual or department.
2. Greets the general public upon their entry to City Hall, providing helpful and courteous assistance in determining the visitor's needs and directing them to the individual or department.
3. Receives and registers utility customers requiring Customer Service and expedites their assignment to a Customer Service Representative.
4. Receives notification of telephone problems and equipment failures from the various departments within the City, reports and coordinates the repairs with the Chief Accountant of the General Fund.
5. Performs various clerical duties related to Customer Service.
6. Provides training for relief Receptionist / PBX Operators.
7. Performs other duties as required.

### **Supervision Required:**

Work is of a repetitive nature with little guidance necessary.

### **Experience/Training/Licensing Required:**

1. Must have a high school diploma or GED certificate, some business school or classes would be helpful.
2. Must have minimum of three months' work experience in similar or related job.

### **Required Knowledge, Skills, and Abilities:**

1. Must have good knowledge of the appropriate applications of the Daffron accounting system currently being used by Florence Utilities or be able to learn.

2. Must have knowledge of modern office practices and procedures.
3. Must have knowledge of proper telephone procedure and courtesy.
4. Must have knowledge of business English, spelling, and grammar.
5. Must have superior interpersonal skills to interact professionally with others.
6. Must have good written and verbal communication skills.
7. Must have good computer skills.
8. Must have good office skills.
9. Must be able to work calmly, pleasantly, effectively, and efficiently with customers and other employees.
10. Must be able to work with a minimum of supervision.
11. Must be able to work under very stressful and hectic conditions.
12. Must be able to comply with City's and Department's workplace rules.
13. Must be able to operate office equipment, such as computers, copiers, etc.
14. Must be able to learn new routines.
15. Must be able to keep sensitive information confidential.
16. Must be able to follow modern office practices and procedures.
17. Must be honest and dependable.
18. Must enjoy detail work.

**Physical Demands (with or without reasonable accommodation):**

1. Close mental and visual concentration is required.
2. Able to communicate well, both verbally and written, with others.
3. Able to perform duties accurately and quickly.
4. Able to work under very stressful and hectic conditions.
5. Requires prolonged sitting with some standing, walking, bending, stooping, and lifting.
6. Able to stay at work station for prolonged time.

**Equipment/Tools Used:**

PBX switchboard, personal computer, networked computer terminal, printer, calculator, copier, telephone, fax machine, shredder, typewriter, and other office equipment.

**Approved By:** \_\_\_\_\_ **Date Approved:** \_\_\_\_\_

The City of Florence encourages all candidates to make known any accommodations needed during the process of making application for positions with the City, whether it be making available materials in larger print, furnishing someone to help fill out an application or read a job description, or other accommodations. In order for us to make arrangements for some accommodations, such as a qualified sign interpreter, we request a 48-hour notice in order to best serve these needs.

## **SUGGESTIONS FOR FILLING OUT YOUR APPLICATION**

Feel free to complete your application while here; or you may take your application home if you prefer, but be sure that you know the date by which it must be returned since applications cannot be accepted after the cut-off date.

It will be helpful to study the description, prerequisites and essential functions sheet of the job for which you are applying before filling out the application. Make sure you carefully and completely report your education, training, and experience so that it is clear how they have helped to qualify you for this specific job. It is extremely beneficial if you attach a separate sheet listing all experience that may have prepared you for the position, whether it is classes, hobbies, volunteer work, or paid employment.

## **OUR APPLICATION PROCESS**

The application you submit will be considered only for this one position. If a similar job becomes available at a later date, you will need to reapply by submitting another application in order to be considered for that job.

Selections for vacant City of Florence positions, both open and promotional, are made as follows:

- 1. Job vacancies for DEPARTMENT HEADS are posted for ONE MONTH.**
- 2. Job vacancies for other positions are first posted internally for 5 days, and then are posted externally for ten (10) business days.**
- 3. After the closing date of posting, the Human Resources Director screens the applications, selecting the most qualified candidates in the following areas as they are relevant to the particular job requirements:**

**EDUCATION** (For example, if a high school diploma or GED is necessary, then only those people showing at least this educational level or equivalent experience will be considered qualified in this factor.)

**SKILLS** (Operating various kinds of heavy equipment, typing, computer skills, etc.)

**KNOWLEDGE** (Don't forget classes, hobbies, or self-study)

**WORK EXPERIENCE** (Don't omit volunteer work), and

**RESIDENCY** (Some positions require)

**OTHER JOB REQUIREMENTS** (such as a valid driver's license, ability to transport boxes weighing 100 lbs. on a frequent basis, certification in welding, ability to work from 8 a.m. until 5 p.m. five days a week, etc.).

**IN OTHER WORDS, IF YOU DON'T LIST IT, WE DON'T KNOW IT!**

4. \*The most qualified job applicants as determined from the applications, resumes, and any other supporting materials submitted will be referred to the departmental supervisor for further review by interviews and reference checks.

**NOTE: If driving is a requirement of the job, you will need to provide the requested driver's license information on the application. If special certification is required, you should provide a copy of the certificate at the time you submit your application.**

5. \*The best-suited applicant will be chosen for the position.
6. \*If you are not contacted for an interview within ten to fourteen days of the closing date of the announcement, you can assume you were not among the applicants selected for possible interview.
7. \*If you are interviewed, you will be notified, usually by letter, whether you have been selected or not.

Thank you for your interest in applying for employment with the City of Florence. Don't be discouraged if you are not selected for one job; be sure to apply for other jobs for which you are qualified as they are posted. Our openings are posted on the City's web site ([www.florenceal.org](http://www.florenceal.org)), or you can call us at 256-760-6360 to find out what positions are available.

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**Barry Brewer**  
**Human Resources Director**