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| Salary Schedule | MOU | Benefits |
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City of Alameda
Code No. 1500
Approved by C.S.B.
~~March 4, 1981~~

FRONT DESK ADMINISTRATOR~~TELEPHONE OPERATOR-RECEPTIONIST~~

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DEFINITION

Under general direction, ~~operates a modern electronic PBX Console System serving City or Alameda Power & Telecom departments; acts as a receptionist manages incoming calls, greets visitors, directs inquiries and performs clerical tasks;~~ maintains building entry security as required; does related work as required.

DISTINGUISHING CHARACTERISTICS

Work in this class is characterized by customer service oriented activities, ensuring that phones are being answered and routed accordingly, citizens are greeted and resources are utilized to meet their needs. Incumbents must meet the administrative abilities including clerical tasks and record checks with outside agencies.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

- ~~1. _____~~ 1. _____ Answers all incoming calls; connects those asking for a known extension or party as requested; determines nature of inquiry or problem in cases where calling party is unclear as to whom they wish to speak to and directs the call to the appropriate department and/or person.
- ~~2. _____~~ 2. _____ Ensure the front desk is open to the public during normal operating hours.
- ~~3. _____~~ Greets persons entering the main lobby, ~~assess their needs and directs appropriately. and directs them to the proper office.~~
- ~~4. _____~~ Assists public with record report intake forms.
- ~~4. _____~~ Collaborate with colleagues to facilitate release of property and vehicles, background checks, tow hearings, etc. and ensure appropriate paperwork is completed and filed.
5. _____
6. _____ Cooperation with other agencies to ensure timely delivery of records and/or reports.
- ~~2. _____~~ 3. _____ ~~PMay p~~erforms routine typing, filing, reporting and other clerical duties as required.
7. _____

Other Duties:

- ~~8. _____~~ Performs related duties as assigned

WORKING CONDITIONS

- Indoor office environment
- Working in a confined space for extended periods of time

- ~~• Use of protective clothing such as gloves to handle property~~
- ~~• Work with citizens of the public who may be hostile and/or offensive~~

~~— DUTIES UNIQUE TO ALAMEDA POWER & TELECOM: —~~

- ~~4. Administers entry security; takes messages for Alameda Power & Telecom employees.~~

~~PHYSICAL DEMANDS~~

- ~~• Sitting and standing for extended periods of time.~~
- ~~• Walking and bending to perform tasks~~
- ~~• Hand and finger dexterity to operate office equipment and filing~~

- ~~5. Maintains records of all outgoing toll calls made at Alameda Power & Telecom.~~

- ~~6. Coordinates calls received with systems operators to establish location and nature of electrical failure during electrical outage conditions and keeps customers informed of outage conditions simultaneously.~~

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school or equivalent.

Experience: One (1) year experience ~~in the operation of telephone or console switchboard equipment and some clerical performing experience administrative and/or clerical work or customer service.~~

Knowledge

Knowledge of modern telephone ~~and office switchboard or console~~ equipment ~~for answering calls and tasks such as scheduling, data entry, reporting; understanding of office procedures including filing systems, document management and office equipment operation; customer service principles including how to engage with clients, visitors and employees in a courteous and professional manner. and standard office practices and procedures.~~

Ability

Ability to do routine clerical work; have attention to detail; think and act quickly using good judgment during emergency conditions and knowing when to escalate issues to higher management; meet and maintain effective relationships with the public while under pressure and trying circumstances requiring poise, tact, courtesy and maturity of judgment; handle calls quickly and efficiently to keep incoming calls flowing continuously; ~~learn and memorize names, extensions and locations of City and/or Alameda Power & Telecom employees to provide fast and efficient service~~ prioritize tasks effectively to ensure smooth office operations especially when dealing with multiple responsibilities simultaneously; work independently; communicate effectively including the use of good diction, clear enunciation and necessary voice modulation to be heard and understood; ~~effectively administrate a lobby and entry alarm system (located at Alameda Power & Telecom only); type at an acceptable rate of speed.~~

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

~~Other Requirements~~
~~Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.~~

~~Willingness to work in a confined area for long periods of time. Must possess normal hearing in order to understand information being requested and/or given on the phone and/or in person.~~