

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Class Title: Receptionist/Dispatch Clerk

Class Code Number: 0077

Position Designation: Clerical/General

Division: DWP

General Purpose of Position

The purpose of this position is to provide telephone support as the receptionist and monitor the two-way radio. This position provides routine administrative support the Department/Division including clerical and customer service duties. This position reports directly to the Office Manager and may be given assignments involving reporting responsibility to others designated by the Department/Division Manager.

RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake

- I. **Customer Service:**
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. **Community Relations:**
Community relations are enhanced through effective communication with the community and by way of the professional and exemplary conduct of each City employee
- III. **Professionalism:**
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- IV. **Production:**
Employee labor products are of high quality and are produced in a timely and cost-effective manner
- V. **Critical Thinking:**
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- VI. **Teamwork:**
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships
- VII. **Professional Development:**
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VIII. **Leadership:**
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

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FORMAT

Result Statements: (in bold) describe common results expected of the Division or results specific to a particular position

Performance Standards (preceded by a ♦) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

A. Customer inquiries and requests are processed in a timely, accurate and efficient manner.

- ♦ Provide accurate and appropriate information, support, and assistance to the public regarding water services.
- ♦ Phone calls are answered in a timely and professional manner, and routed to appropriate parties.
- ♦ Routine cash transactions with the public, involving the collection of required fees, are completed in accordance with applicable Department/Division procedures.
- ♦ Dispatch/coordinate work orders with the field personnel.
- ♦ Provide support on various projects including spreadsheet reports, customer letters and computer data entry.

B. General reports and records are maintained in an organized, accurate and timely manner to ensure compliance with procedures, policies, and regulations.

- ♦ Logs, records and customer files are maintained in an organized and orderly manner.
- ♦ Reports and other projects are completed as directed by the Department/Division Manager in a timely manner.

C. Current procedures, practices, goals and objectives are followed and updated to continually improve the quality, effectiveness, and productivity of the Department/Division.

- ♦ Written procedures are complied with and updated as appropriate to increase the effectiveness and productivity of the Department/Division.
- ♦ Provides customers with accurate information regarding policies/procedures of the Department/Division.
- ♦ Regular communication is maintained with other Departments/Divisions and/or appropriate agencies or parties.

D. The policies, procedures, and productivity of the Department/Division are improved.

- ♦ Regular feedback and suggestions are provided in an appropriate manner to management.
- ♦ Appropriate training is sought out and attended with management approval.
- ♦ Additional duties are sought out and performed with manager approval in order to increase the professionalism, effectiveness, and/or overall quality of the Department/Division.

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Qualifications

- Education:** A high school diploma or equivalent is required.
- Experience:** One year of general office experience involving multi-line phones, basic office procedures, and accounts receivable, preferably in a utility related office or other related area.

Knowledge, Skills, Abilities, and Personal Characteristics

A general knowledge of standard office equipment (including a PC) and practices is required. The individual should have a good command of English usage, spelling, grammar, punctuation, basic arithmetic, and telephone etiquette. This position requires the ability to type 45 WPM accurately. Well-modulated phone voice, impeccable phone manners and ability to consistently use positive language skills.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual should also be accurate, timely, and discreet.

Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines. This position may require the operation of a motor vehicle.

Tools

This position requires the use of a PC, word processing and spreadsheet software, and standard office equipment.

Work Environment

Work will be performed in an office exposed to moderate levels of noise. The majority of work associated with this position will be performed sitting down, word processing or answering the phone. This position involves a substantial amount of contact with both employees and citizens both face to face and over the telephone.