

City of Allentown  
Position Description

Class Title: CONFIDENTIAL Receptionist  
Department: Human Resources  
Union: None  
Grade 5

GENERAL PURPOSE

The Human Resources Receptionist performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping.

SUPERVISION RECEIVED

Works under the supervision of the Director of Human Resources, Risk and Safety.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Greets citizens and signs them in for tracking purposes. Provides excellent customer service to guests who come in the building. Assists citizens in locating the appropriate floor and resources they need.

Provides front counter assistance and answers central telephone system and directs calls accordingly.

Receives the public and answers questions, in person and by telephone; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.

Develops and maintains office forms and procedures and assists with administrative tasks.

Assists with the coordination of meetings, events and Director of HR Risk and Safety's calendar appointments.

Prepares outgoing mail; sorts and distributes incoming mail.

Duplicates and distributes materials.

Composes, types and edits correspondence, reports, memoranda and other material.

Assists public with the use of department facilities.

Other job duties as necessary.

## MINIMUM QUALIFICATIONS

### Education and Experience:

- (A) Education equivalent to high school and specialized training.
- (B) Prefer education supplemented by two (2) years of college or business school training.
- (C) Equivalent combination of related education and experience.

### Necessary Knowledge, Skills and Abilities:

- (A) Effective oral and written communication.
- (B) Knowledge of office terminology, procedures and equipment and of business arithmetic and English.
- (C) Knowledge of the general and specialized clerical routines.
- (D) Knowledge of various equipment and supplies.
- (E) Excellent computer skills, including Word and Excel, in a Microsoft Windows environment.
- (F) Good judgment, tact and courtesy.
- (G) Ability to exhibit a high level of confidentiality.

## TOOLS AND EQUIPMENT USED

Requires intensive daily use of personal computer, including word processing, database and spreadsheet programs; calculator, telephone, copy machine and fax machine.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

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

The noise level in the work environment is usually quiet.

### SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.