INFORMATION DESK RECEPTIONIST

GENERAL RESPONSIBILITIES

Maintains and provides information, direction, and referrals at the Information Desk to County Office Building visitors and through the main switchboard.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Answer, screen, provide information, and route incoming calls to appropriate area
2. Greet and assist the public and County employees, directing to appropriate location and/or information source
3. Provide back up telephone coverage for offices
4. Provide information and training to Personnel Services staff
5. Make referrals regarding security issues and general maintenance problems in the building
6. Provide project assistance to offices as time allows
7. Perform related duties as to specific assignments
8. Apply knowledge of and responds to questions regarding ordinances, regulations, policies, procedures, and practices as related to County
9. Any employee may be identified as Essential Personnel during emergency situations
10. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
11. Communicate with managers, supervisors, co-workers, citizens, media and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High school diploma or general education diploma (GED)
2. Four years customer service and/or multi-line telephone experience *

* A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES

1. Apply exceptional oral communication skills
2. Read and comprehend instructions, correspondence, and memos
3. Ability to work independently
4. Respond to inquiries and complaints from employees and citizens
5. Ability to remain calm in emergency situations
6. Follow detailed written or oral instructions
7. Deal with complex problems
8. Use computer software programs and/or other applications