

**JOB DESCRIPTION**

<b>Job Title</b>	Receptionist/Office Assistant	<b>Supervisor</b>	Customer Service Operations Supervisor
<b>Department</b>	Resource Conservation & Public Outreach	<b>Class Group</b>	Office Unit
<b>Division</b>	Customer Service	<b>Salary Grade</b>	18
<b>Section</b>	Customer Service Operations	<b>FLSA Status</b>	Non-Exempt

*This job description is intended to describe the general nature and level of work being performed by people assigned to this job. The description is not intended to be an exhaustive list of responsibilities, duties and skills required for this position.*

**BASIC JOB SUMMARY**

Under general supervision of the Customer Service Operations Supervisor, a Receptionist/Office Assistant performs switchboard operator and receptionist duties; evaluates and provides needed assistance and information to callers and visitors; provides general clerical support to other District staff, and performs related duties as required.

**ESSENTIAL DUTIES**

**Duty 1**

Operates centralized switchboard; routes and determines the nature of incoming calls; responds to general requests for information and assistance; maintains list of frequently requested numbers for other water districts, utilities, and government agencies; provides needed numbers to callers; receives and logs calls related to the testing of fire sprinklers; assigns confirmation number and relays same to caller. Handles and coordinates reservation lists for district events. Answers questions and processes conservation rebates; schedules appointments for verification of rebate applications; and tracks information into a database.

**Duty 2**

Greets and directs District guests, applicants, vendors, and customers to appropriate offices, conference rooms, and staff; directs visitors to literature rack; distributes promotional materials related to District operations; informs guests of District programs and activities to meet their needs.

**Duty 3**

Receives, signs for, date stamps, sorts and distributes incoming and special delivery mail; notifies express mail vendors to pick up outgoing packages; serves as delivery contact for incoming office supplies; provides drop off/pick up point for, engineering plans, returned office supplies; daily bank deposits; conference room keys; and district vehicle keys

**Duty 4**

Processes customer payments using the CIS System either when the customer is at the front counter or payments which have been deposited in the night drop or payment slot.

**Duty 5**

Updates and inputs correct customer billing and mailing addresses from payment envelopes and checks; enters information concerning returned mail to customer's screen accounts, noting forwarding addresses; re-mails bills; files and maintains logs and records related to legislative

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update/tracking; updates District intranet and internet; assists department staff by making calls to obtain needed information and performs other data entry tasks on an as needed basis.

### **Duty 6**

Word processes and types letters; memoranda, fact sheets, envelopes, and other written documents and materials as requested; prepares labels for billings; copies and files related materials.

### **Duty 7**

Pages staff using District intercom system.

### **Duty 8**

Trains other District staff for relief switchboard duties; assists with bulk mailings as required.

## **QUALIFICATIONS**

### **DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:**

- ◀ Modern office equipment, practices, methods, techniques, and procedures;
- ◀ Telephone and receptionist etiquette;
- ◀ Computer and software programs including word processing, spreadsheets, internet mail communications; typewriter, and using a calculator.

### **ABILITY TO:**

- ◀ Work under minimal supervision and with constant interruptions;
- ◀ Quickly determine customer needs over the phone and in person; connect callers and direct visitors to appropriate staff and various locations for needed assistance;
- ◀ Provide accurate and helpful information concerning District programs and activities, general policies and procedures;
- ◀ Speak and write clearly and concisely, using appropriate grammar, spelling, and punctuation
- ◀ Word process and type accurately at an acceptable rate of speed to accomplish assigned tasks;
- ◀ Accurately enter data; prepare and maintain accurate records, lists, logs, and files;
- ◀ Apply appropriate safety precautions and procedures;
- ◀ Establish and maintain cooperative working relationships with employees, supervisors, customers and the public.

### **PHYSICAL AND SENSORY REQUIREMENTS:**

- ◀ Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens;
- ◀ Ability to speak and hear at normal conversational levels in person and over the telephone;
- ◀ Manual dexterity to write legibly and to use calculators, computer terminal, and other general office machines;
- ◀ Ability to lift and carry up to approximately ten pounds; and to reach, bend, or crouch to use files and records.

### **TRAINING AND EXPERIENCE GUIDELINES:**

*Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:*

**EDUCATION:** High school diploma or equivalent, supplemented by clerical courses and seminars.

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**EXPERIENCE:** Two (2) years of experience in dealing with the public in a customer service capacity. One (1) year experience performing basic clerical duties which include using a computer, typewriter and other office equipment; preparing and maintaining records and files.

**REQUIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:**

A valid California class C driver's license must be maintained at all times.

**DESIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:**