



*The City Beautiful*

## City of Coral Gables Job Description

**Job Title:** Part-Time HR Receptionist  
**Department:** Various  
**Pay grade:** \$14.00  
**FLSA:** Non-Exempt

**Prepared Date:** 10/2013  
**Approved By:**  
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Patrick Salerno



### Summary

Performs receptionist, switchboard, customer service, and basic clerical duties. Greets visitors in person and ensures that people's initial contact with the City of Coral Gables is handled in a professional manner.

### Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Greets visitors entering the department, answers incoming calls in a courteous, professional manner and routes incoming phone calls to the appropriate personnel.

Answers routine questions and provides general information regarding city services; refers other questions to appropriate personnel.

Assists with EDEN functions to include, logging in applications and payroll functions.

Accurately sorts and matches all City employee documentation into alphabetical order following specific instructions and files them in personnel files. Maintains personnel files in good conditions and ensures that file room and front area is locked before leaving at the end of each working day.

Directs visitors to department locations and provides employee telephone extensions.

Receives and distributes mail, packages and faxes, etc.

Operates multi-line telephones, standard PBX switchboard, and related equipment.

Performs basic clerical duties to include maintaining logs, making copies, assembling materials and preparing labels for mailings, and entering basic data into a computer. Operates fax machine, copier, and computer.

Performs other related tasks as required.

### Knowledge, Skills, and Abilities

Knowledge of departmental operations, policies and procedures, rules and regulations. Customer service skills for greeting and directing visitors, procedures for receiving and distributing mail and packages, services provided, locations, contact personnel, and telephone extensions of City departments and City customer service policies.

Ability to speak in a clear, well-modulated voice, communicate in grammatically correct English, communicate professionally with employees of all levels, City officials, and a diverse public, react quickly and calmly in emergency situations, operate fax and copy machines, operate computer as required to perform basic clerical duties, follow written and oral instructions, work independently.

Skills in operation of multi-line telephones, standard PBX switchboard and related equipment.

### **Physical Requirements**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use hands to fingers, handle, feel or operate objects, read and write English.

Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copiers and fax machines. Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs.

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

### **Minimum Education and Experience**

High school diploma or equivalent and a minimum of six (6) months of work experience performing receptionist duties and operating multi-line telephones and/or standard PBX switchboard equipment.

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