



Volunteer Receptionist

Position Description

Basic Function: The Volunteer Receptionist is responsible for welcoming the public to the District and providing general office support.

Reports To: Administrative Specialist I

Essential Functions:

1. Respond courteously to inquiries from the public both in person and on the phone. Provide information within scope of knowledge or refer to appropriate individuals.
2. Maintain regular, reliable and punctual attendance for assigned shifts.
3. Maintain current information on Fire District personnel, facilities and services to respond to routine inquiries, distributing various forms, reports and permits.
4. Process incoming and outgoing mail.
5. Provide general administrative office support.

Education:

- Coursework or training in basic office skills and outstanding customer service.
- Any combination of education, training and equivalent experience that would provide the level of knowledge and ability required

Desired Experience:

- A minimum of one year of experience as an in-person or telephone receptionist in a high volume customer service environment.
- Good keyboard skills and familiarity with basic computer operation including word processing and accessing the Internet.
- MS Outlook experience for communication and calendar reservations.
- Experience in a municipal or public sector environment preferred.

Knowledge, Skills and Abilities:

- Must have basic knowledge of customer relations and interact with the public in a courteous and appropriate manner over the phone or in person and at times in stressful situations.
- Ability to operate a multi-line telephone in a manner conducive to positive relations with the public and staff.
- Ability to quickly gain a working knowledge of the Fire District and its operation.
- Ability to establish and maintain effective working relationships with the general public, co-workers and supervisors.
- Ability to handle upset or confused citizens in a courteous manner while maintaining a professional demeanor.

- Ability to remain calm and focused when confronted with an emergency situation.
- Ability to follow detailed instructions, both oral and written.
- Ability to function efficiently in a busy and occasionally noisy work environment.
- Ability to maintain confidential information.
- Must exhibit mental agility and clear and concise communication in English. Fluency in other language(s) is a plus.

Equipment/Mechanical Aids Used:

- Multi-line telephone with paging system
- Business computer and software
- Copier
- Fax machine
- Basic office equipment

Working Conditions:

Work is performed indoors in an office environment, with or without supervision, utilizing a multi-line telephone with paging capability, personal computer and associated software and other standard office equipment. Work will require managing multiple tasks simultaneously interspersed with periods of inactivity.

Physical Requirements:

The physical demands include normal visual and hearing acuity, manual dexterity and hand-eye coordination, and the ability to sit for extended periods of time and perform repetitive tasks.

Other Requirements:

Must pass reference checks and criminal history background screening.
Must dress in appropriate (business casual) attire.

The statements contained herein reflect general details, as necessary, to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workload. 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.