

**City of Dunedin, Florida  
Class Description**

**JOB TITLE: Receptionist  
Planning & Development Department**

**GENERAL STATEMENT OF JOB**

Under supervision, performs routine receptionist duties and clerical work to support effective and efficient office operations. Reports to the Planning & Development Business Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

*The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.*

Answers the City of Dunedin Main Desk telephone lines; provides accurate information to callers and/or forwards calls to appropriate staff person. Greets, assists, and directs office visitors. Monitors the flow of customers in waiting room for Permitting Department and directs to available Technician for assistance. Maintains sign in log of visitors, and keeps waiting room neat and stocked with forms and applications

Types, copies, files and/or transmits various routine records, forms, reports, correspondence, and other documents.

Utilize City website to retrieve department information for general public. Assist callers with inquiries about City facilities and special events.

Performs general office duties as required, including opening and sorting mail, preparing outgoing mail, ordering supplies, faxing information, processing purchase orders, etc.

Maintains information on City Commission meetings and other public meetings, and the City Government calendar. Monitors department conference room and scheduling of meetings through Outlook. Updates City staff directory and posts to Outlook.

Communicates and is knowledgeable on all emergency situation information to answer the public.

Completes special projects as needed for supervisor.

Receptionist, Planning & Development Department

**ADDITIONAL JOB FUNCTIONS**

Maintains clean and orderly public areas.

Performs related duties as required.

**MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent with two years of experience in general office/clerical work.

An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

**PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Receptionist. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. ; Is skilled in applying a responsible attention to detail as necessary in preparing reports and records. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to speak and understand the English language

**PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to arrange, compare, count, differentiate, measure and/or sort data and/or information. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

**Human Interaction:** Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards. Is able to offer assistance to fellow employees as necessary. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public.

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**Equipment, Machinery, Tools and Materials Utilization:** Requires the ability to use, operate and/or handle equipment such as a computer, copier, telephone, cash register, etc. Is able to type accurately at a rate sufficient for the successful performance of assigned duties.

**Verbal Aptitude:** Requires the ability to use a wide variety of reference data and information. Has knowledge of proper English usage, vocabulary, punctuation and spelling.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division.

**Functional Reasoning:** Requires the ability to carry out detailed but uninvolved written or oral instructions. Involves routine work according to clearly prescribed standard practices, with some latitude for independent judgment. Is able to read and interpret various materials pertaining to the responsibilities of the job.

**Situational Reasoning:** Requires the ability to exercise the judgment required in situations characterized by repetitive or short-cycle operations covered by set procedures or sequences. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities.

**ADA COMPLIANCE**

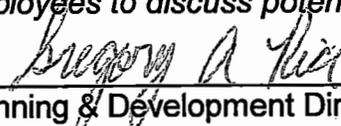
**Physical Ability:** Tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

**Sensory Requirements:** Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive VDT exposure.

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*The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

  
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Planning & Development Director

3/16/16  
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Date