

<b>FRESNO/CLOVIS CONVENTION AND VISITORS BUREAU</b> Position Classification	
<b>Job Title: Receptionist</b>	FLSA Status: Non-Exempt
Department: As Assigned	Job Group: Clerical
Reports To: CEO or Designee	Hourly Rate Range \$12.00 - \$15.00

### **SUMMARY**

Under direction of the CEO or a Designee, to perform a variety of office support and reception duties; operate an electronic telephone system, take messages, and refer callers or visitors to appropriate staff members and/or agencies; perform a variety of routine office duties; track vendor transaction log on organizational membership contracts; and perform other related duties as assigned. An incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** *(include but are not limited to the following)*

Receive and greet public; determine nature of business; direct persons to appropriate offices; provide written information; take names for processing or interviews by other staff; distribute and accept information; offer guest a refreshment when applicable.

Answer incoming phone calls; screen and/or refer callers; provide basic information to callers and visitors when appropriate. Order office supplies as needed.

Process, sort, and distribute incoming mail for applicable office staff; process outgoing mail, as necessary. Maintain and order postage for the Postage Machine. Review invoices and prepare check requests for process to the bookkeeper. Set up and take down of boardroom as needed.

Assist with various office functions, including typing, copying and filing.

Interacts with customer population by providing appropriate screening, responding to questions, researching, follow up calls and resolving client requests for information regarding Fresno and the surrounding area, as it pertains to the FCCVB.

Assists in maintaining calendars, scheduling boardroom for meetings, assigning P. O. numbers, organizing the supply closets, keeping copier paper and fax paper full in machines, assist with special projects and other related duties.

Establish positive working relationships with representatives of community-based organizations, other agencies, FCCVB management, staff, and the public.

### **SUPERVISORY RESPONSIBILITIES**

Exercises no supervisory responsibilities.

### **ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Operating procedures for an electronic telephone system.  
Telephone and office etiquette, including skills required in public contact.

English usage, spelling, grammar and punctuation.  
Basic clerical, typing and computer knowledge.

**Skill to:**

Operate modern office equipment, including a computer and applicable software.  
Type at a speed necessary for successful job performance.

**Ability to:**

Learn and explain the role of the FCCVB in the Fresno Community and the surrounding area.  
Learn the FCCVB policies and procedures.  
Learn basic interview techniques, and courteously respond to requests and inquiries from the Public.  
Work independently in the absence of supervision with frequent interruptions from phone calls, visitors, and staff.  
Understand and follow verbal and written instructions.  
Communicate clearly and concisely both verbally and in writing.  
Establish positive working relationships with representatives of community-based organizations, other agencies, clients, visitors, management, staff and the public.

**EXPERIENCE AND EDUCATION GUIDELINES**

**Experience and/or Education:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Receptionist**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of office experience involving public contact, and a high school diploma or GED.

**License or Certificate:**

Possession of a valid California driver's license and the ability to be insurable under the CVB's automobile insurance plan at the standard rate.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires prolonged sitting, standing, walking, reaching, kneeling, bending, and stooping in the performance of daily activities. Also required are grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, papers, and documents weighing up to 25 pounds is also required.

**WORKING ENVIRONMENT**

The work environment characteristics described are high volume and fast paced. Employee must have the ability to work with a diverse population and in a standard office environment.

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

