



# City of Wetumpka

## Classification Description

<b>Job Title:</b>	City Hall Assistant Classified – Non Exempt	<b>Effective Date:</b>	July 2013
<b>Department:</b>	Administration	<b>Pay Grade:</b>	A03
<b>Reports to:</b>	City Clerk	<b>Internal contacts:</b>	Other city employees
<b>Supervises:</b>	N/A	<b>External contacts:</b>	General public

**Basic Function and Responsibility:** A primary responsibility of all persons assigned to this job title is to serve visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival; handle inquires on the phone and face to face. Supply information regarding the city to the general public. This is administrative and clerical work, under the direction of the Office Manager/Human Resource.

**Characteristic Duties and Responsibilities:** *The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, knowledge, skills, and abilities detailed below; any one position may not include all the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.*

### Receptionist Duties

1. Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquires.
2. Provides information to callers, greeting persons entering organization and directing individuals to correct destination.
3. Maintains safe and clean reception area by complying with procedures, rules and regulations.
4. Answers telephone, directs, screen calls, takes and relays messages
5. Answers queries from the public or forwards to correct department.
6. Provide general administrative and clerical support as needed.
7. Assist Mayor as requested
8. Assist in maintaining information board at Administrative Building, inform citizens and visitors of current information or events that are taking place in the City.

### Civic Center Rental

1. Assist in maintaining calendar for rental for Civic Center activities
2. Assists in completing necessary documents for reservations
3. Assists in collecting deposits and rental fees and submits to Finance I- Receivable daily
4. Assists in reviewing status of lessee and returns deposits according to rules and regulations

5. Assists in monitoring rules and regulations of Civic Center and reports concerns to appropriate officials
6. Meets with lessees to determine needs and coordinates plans with Civic Center Manager
7. Gives personal tours of Civic Center to prospective lessees in absence of Civic Center Manager
8. Prepares mailings and other promotional materials to solicit events, meetings, programs, etc. to utilize the Civic Center as requested by Civic Center Manager and/or Mayor.

Jeanette Barrett Civic Room, Gold Star Park, MLK Jr., Recreational Center, and other City Facilities

1. Maintains calendar for rental of facilities
2. Completes necessary documents for reservations
3. Collects deposits and rental fees and submits to Finance I- Receivable daily
4. Reviews status of lessee and returns deposits according to rules and regulations
5. Informs Building and Grounds Coordinator of rental schedules

**Knowledge, Skills, and Abilities (\* can be acquired on the job)**

1. Knowledge of professional etiquette and courtesy in relation to interacting with the public and other city employees.
2. \*Knowledge of City Council procedures as needed to answer questions and redirect the general public to an appropriate person or city department.
3. \*Knowledge of the policies and procedures of the Clerk's Office.
4. Skill in oral communication as needed to explain policies and procedures.
5. Skill in written communication as needed to compose letters, correspondence, and prepare minutes.
6. Skill in proofreading to detect errors in grammar or punctuation or omissions within letters, forms, tables, or codes.
7. Skill in research activities.
8. Skill in using basic math as needed to add, subtract, multiply, and divide.
9. Ability to meet "regular and predictable" attendance requirements.
10. Ability to maintain confidentiality and discretion when engaging in city business-related communications.
11. Ability to distinguish between which problems can be resolved through routine procedures, and from those which require specialized attention from others.
12. Ability to work effectively in stressful situations to include maintaining calmness and composure and producing at a consistent level.
13. Ability to maintain a positive and professional disposition at all times in person and on the phone.
14. Ability to demonstrate high levels of initiative as needed to complete tasks that have not
15. Ability to communicate effectively in person, in writing and electronically to a variety of audiences, to include coworkers, department head, elected officials, and the general public.
16. Ability to work effectively with volunteers, staff, and external contacts to build and maintain successful teams/relationships.
17. Ability to work collaboratively with a team.
18. Ability to work effectively with diverse populations.

19. Ability to proficiently use multiline phone system

**Experience and Education Qualifications**

- High school diploma or its equivalent.
- One (1) year of progressively responsible work in support of city government to include some experience handling logistical arrangements for special events.

**Necessary Special Requirements**

- Ability to work evenings and weekends, as needed.
- Keyboard skills

*This description is intended to indicate the kinds of tasks and levels of work difficulty required of positions given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or any way modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*

<p>I have read the following job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.</p> <p>Signed: _____ Date: _____</p>
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