

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Receptionist**

Dept.: **Facilities Management Services**

Job Code Number: **10616**

Reports to: **Administrative Assistant – FMS**

Grade Number: **8, Non-represented**

Effective Date: **July 2001**

FLSA Status: **Non-Exempt**

General Position Summary

Incumbents serve as the initial point of contact, assistance and referral for the staff and visitors to the Service Center facility. The primary duties include answering and routing telephone calls, greeting and directing visitors, reserving meeting rooms and vehicles, assisting with the parking issues and serves as a general source of information. The receptionist will also provide clerical support for departments as assigned. The position reports to Associate Director for Facilities Management Services and may receive direction from a designee, and may receive work from various level staff members.

Essential Duties/Major Responsibilities: Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Assist visitors coming to the Service Center. Provide information and identify appropriate person or department to provide assistance. Notify staff of visitors and appointments. Take messages for staff.
2. Direct or respond to questions, schedule appointments and meetings. Take messages for staff members, receive packages and other materials and direct deliverers.
3. Collect proposals and public bid packages, log and process any associated fees.
4. Prepare and send UPS and other courier deliveries.
5. Reserve meeting space and vehicles, distribute information, and relay information within established guidelines. Update the meeting reader board. Make follow-up contact through phone, email or memo as needed to ensure effective use of the vehicles and meeting rooms.
6. Inform appropriate staff of needed maintenance or repair service for staff vehicles and meeting rooms.
7. Keep information on staff cars and assist staff with parking issues. Provide parking decals.
8. Use the intercom system to communicate with staff. Activate the emergency alarm system when needed.
9. Create and maintain various databases and spreadsheets for use in monitoring and tracking expenditures. Generate reports as requested.
10. Process and file invoices.
11. Accurately produce and edit correspondence, memos, and reports on PC's using word processing and other programs.
12. Prepare meeting agendas and distribute appropriate materials. Order supplies and equipment as directed. Organize and maintain division/department records and files. May maintain tickler files to insure that reports and other transmittals are submitted on schedule.

Secondary Duties:

1. Serve as a member of various employee committees as assigned.
2. Provide backup to related positions.

Communication:

The position has frequent contacts with KCLS employees and the public. Contacts may be by telephone or in person. A professional demeanor is required at all times.

Initiative:

The position generally operates from established and well-known procedures. The position is responsible for solving problems effecting own workflow and processes and sometimes works with others within the department to solve problems. The position interacts with a variety of personalities. The position encounters recurring work situations with occasional variations from the norm. Decisions are typically made within specific KCLS policy constraints and guidelines.

Accountability:

The position encounters frequent interruption requiring maximum flexibility. Decisions typically effect the work flow of the service center. The work is checked by a supervisor upon request.

Leadership:

The position does not include mentoring responsibility but is responsible for role modeling and promoting organizational values within own work unit or department.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High School diploma or GED equivalent.
- One to two years of reception, clerical, secretarial, public contact, or administrative experience.

Knowledge, Skills and Ability:

- Working knowledge of service center operations and responsibilities.
- Extensive knowledge of telephone system operations and protocol.
- Considerable knowledge of standard office suite software.

Ability to:

- Manage several projects at once and adapt to changing needs.

- Use diplomacy and tact to establish and maintain relationships with internal and external customers.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Manage time to maximize productivity.
- Communicate effectively with a diverse population.
- Maintain a professional demeanor.

Skill in:

- Assessing situations/problems and logically finding solutions.
- The use of computer software and hardware.
- Listening to, understanding and interpreting the needs of “customers” or symptoms described by customers.
- Establishing and maintaining good customer relations.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment and involves considerable work on the telephone, and at a PC monitor.

Advancement Possibilities:

Division Assistant
Administrative Assistant
Executive Assistant

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
HR Manager

Final: 7/31/01