



Title: Reception Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general clerical and front desk reception support for the District’s main office. This is accomplished by directing callers to appropriate departments; assisting walk-in customers; contacting departments when appointments arrive; distributing and stocking departmental brochures and other materials; explaining rules, policies and procedures to customers; collecting lost and found items left on transit vehicles. Other duties include providing general clerical assistance to other departments as needed.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Answers main reception multi-line telephone system; directs callers to appropriate departments; maintains company directory.	60%
2	L	Manages lost and found retrieval; drives to multiple locations to empty lockboxes; collects and loads items from transit vehicles; unloads and delivers items to Customer Service Department for log-in.	20%
3	S	Greets and assists walk-in customers; assists customers with route, schedule and fare information.	20%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year customer service experience. Previous call center experience desirable.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	After receiving detailed instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic –Ability to write simply sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required.

KNOWLEDGE
<ul style="list-style-type: none"> • Customer service and public relations methods and techniques • Relative location of cities, basic geography and prominent landmarks of Sacramento County. • General office practices and methods • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage



SKILLS
<ul style="list-style-type: none"> • Basic word processing, spreadsheet, database and e-mail software • Specialized software and equipment related to functional area

ABILITIES
<ul style="list-style-type: none"> • Learn District’s policies, procedures and practices • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Apply customer service skills, representing the District in a positive way while working with the public • Effectively deal with difficult people and situations • Quickly learn District’s routes, schedules and fare structures and read maps • Learn proper use of trip planning software • Operate telephone switchboard/call distribution system, standard office machines and photo equipment • Work independently and follow verbal and written instructions • Communicate clearly and concisely in English both orally and in writing

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work duties
Sitting	F	Desk work; Driving
Walking	O	To other departments/offices; Around work site
Lifting	O	Supplies; Equipment
Carrying	O	Supplies; Equipment
Pushing/Pulling	O	Equipment
Reaching	F	For supplies
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard; Telephone keypad
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	F	From computer to telephone; Getting inside vehicle
Climbing	R	Stairs
Balancing	N	
Vision	F	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Call distribution system; fax machine, copier, printer, PC and software related to duties

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (specified, if applicable)	

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	N

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PROTECTIVE EQUIPMENT REQUIRED: None

NON-PHYSICAL DEMANDS:

F Frequently <small>From 1/3 to 2/3 of the time</small>	O Occasionally <small>Up to 1/3 of the time</small>	R Rarely <small>Less than 1 hour per week</small>	N Never <small>Never occurs</small>
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			O
Emergency Situation			R
Frequent Change of Tasks			O
Irregular Work Schedule/Overtime			N
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			R
Noisy/Distracting Environment			O
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	X
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.