



City of Casa Grande

Telephone Operator / Receptionist

GENERAL PURPOSE: Under close supervision, performs a variety of routine clerical work, receptionist and telephone operator duties.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Provides information and assistance to visitors and others having business with the City; responds to requests for information within the span of authority.
- Performs basic clerical and administrative duties, including data entry, record keeping, preparing and processing various documents, and maintaining files.
- Performs other duties as assigned or required.

SUPERVISION EXERCISED: None.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, and one (1) year of clerical or customer service experience.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Skill in operating a personal computer utilizing a variety of business software.
- Skill in effective oral and written communication.

Special Requirements: None.

Physical Demands / Work Environment: Standard office environment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.