

RECEPTIONIST

PURPOSE AND NATURE OF WORK

This is routine work answering inquiries from visitors about the location of various offices and providing to the public general information about Consolidated Government. Work is performed under general supervision affording the incumbent some latitude for the performance of assigned duties.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Answers public inquiries and directs persons to proper offices. Distributes brochures, maps and historical materials to visitors. Sorts incoming mail by department for subsequent distribution. Files and searches files. May perform occasional typing, but production typing skill is not required.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of Lafayette Consolidated Government, its organization, departmental functions and location of physical facilities.

Knowledge of the functional responsibilities of the various City-Parish officials, names and titles, and office locations.

Knowledge of the nature of the more common public complaints and of the resources available to answer such complaints.

Ability to meet the general public and to deal with them effectively and courteously.

Ability to understand and follow oral and written instructions.

Ability to speak clearly.

Ability and willingness to exercise tactfulness while interacting with the general public, officials, and other employees.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation, experience dealing with the general public and basic skill in the use of a computer; or any equivalent combination of training and experience.