



MARIN/SONOMA MOSQUITO AND VECTOR CONTROL DISTRICT

JOB DESCRIPTION

Job Title: **Receptionist** (FLSA non-exempt)
Reports to: Financial Manager

Issued: Jan. 1, 2006
Revised: September 3, 2021

DEFINITION

Under the direction of the Financial Manager, this position performs clerical work including reception, recordkeeping, filing and clerical support for the administrative department and for other District departments, as directed.

SCOPE OF POSITION

Functions as telephone operator, receives incoming calls and directs calls to various departments. Performs clerical duties as required or assigned. Enters information from callers requesting service into computer database.

SPECIFIC DUTIES AND RESPONSIBILITIES

Include, but are not limited to:

- Greet visitors to the District office.
- Answer District telephones and route messages or calls to appropriate sources.
- Take service requests and enter them into the computer database system.
- Perform basic data entry to accounting system, including deposits.
- Provide mosquitofish to the public on request.
- Receive and distribute faxes and mail.
- Operate copy machines to make copies and distribute materials as instructed.
- Provide information to the public, such as pamphlets and brochures.
- File various District documents daily.
- Update and maintain various informational binders.
- Maintain in/out board.
- Receive deliveries.
- Order office supplies in coordination with departments. Tracks stock and orders & kitchen/breakroom supplies.
- May work in informational booths at fairs, festivals and other public events.
- In the absence of the Administrative Assistant (Confidential), prepare Board meeting packets, attend meetings and take minutes.
- Perform other duties as assigned.

WORK HOURS

- 40- (forty) hour workweek

WORKING CONDITIONS:

- Most of the Receptionist's time is spent indoors at workstation at the front desk area.
- Providing mosquitofish to the public periodically requires outdoor work.
- Travel within and outside of the district boundaries may be required.

CERTIFICATION

- During employment, professional growth training or business- related training, may be required.

PROBATIONARY PERIOD

- A one-year probation is required.

PREREQUISITES

Knowledge, Abilities and Skills

- Knowledge of general office methods, equipment, and administrative tasks.
- Strong customer service skills.
- Ability to speak and write effectively showing competency with business English, composition and spelling.
- Ability to receive information over the telephone and in person in a courteous and effective manner.
- Ability to understand and carry out oral and written instructions.

- Ability to operate a variety of standard office equipment effectively and efficiently.
- Ability to work cooperatively with other staff and the public, including vendors, other agencies, etc.
- Ability to demonstrate initiative, while working within the limits of the District policies.
- Good interpersonal skills, diplomacy, and flexibility.
- Bilingual capabilities are a plus but are not required.
- Ability to work cooperatively with staff in all departments.

Education

- High School Diploma or equivalent.
- Administrative Business Training desirable.

Experience

- 3 (three) years customer service experience.
- Minimum of 2 (two) years experience in word processing and computer applications (preferably Microsoft Office).
- Knowledge of mosquito and vector control procedures is desirable, but not necessary.

Driver's License

- Valid California Driver's License.
- Must be insurable under the guidelines set by the District's insurance carrier.

Physical Requirements

- Must pass the pre-employment physical and drug test.
- Possess a minimum of single ear aided hearing.
- Show adequate coordination of eye/foot/hand; use fine manipulation by hand of computer mouse or trackball, office equipment and other objects.
- Ability to frequently perform repetitive motions associated with computer usage.
- Ability to periodically lift up to and including 25 pounds.
- Ability to periodically reach upward for documents or other materials.
- Ability to tolerate pesticide residues that may be present in the District offices left by workers who apply such materials in the field.
- Ability to frequently sit for extended periods of time.
- Ability to regularly walk on even surfaces.
- Ability to read small print read (using corrective vision if necessary).
- Ability to periodically bend, twist, crawl, balance, lift, push, perform simple grasping, squat/crouch, kneel, reach, climb and pull.

Periodically – Activity or condition exists up to 25 percent of the time

Occasionally – Activity or condition exists from 25 to 50 percent of the time

Regularly – Activity or condition exists from 50 to 75 percent of the time

Frequently – Activity or condition exists 75 percent or more of the time

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description does not imply any written or verbal contract and is for management communication only. The District reserves the right to change this job and its related responsibilities as necessary.