

CITY OF BURIEN, WASHINGTON

JOB DESCRIPTION

Title: Front Desk Assistant
FLSA Status: Non-exempt
Grade: 400

Department: City Manager
Reports to: City Clerk

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications, and job scope. 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.

General Position Summary

The Front Desk Assistant provides primary customer service support for the City Hall reception desk and scans City documents into the document management system.

Essential Functions

- Supports and models the identified vision, values, and behaviors of the organization.
- Provides primary customer service support for the reception desk. Welcomes visitors and answers the main telephone line, providing information on a variety of city and community services. Screens and transfers calls.
- Receives and processes paperwork.
- Receipts financial transactions.
- Issues animal licenses.
- Enters and updates information in the animal licensing program.
- Resolves or refers complaints.
- Prepares, scans, and indexes documents into the city document management system.
- Researches GIS and Cityview databases for indexing values.
- Adjusts scanner operation based on an assessment of document quality; i.e., legibility, gray scale requirements, paper quality, document type and sizes.
- Assists users with the operation of the document management system.
- Identifies and reports problems with the equipment.
- Provides clerical support.
- Distributes mail.
- Performs other duties as assigned.

Secondary Functions

- Reconciles daily financial reports, and prepares daily deposits.
- Assists with development of City promotional documents.
- Prepares facilities for use including but not limited to setting up and taking down of tables, chairs, and program equipment.
- Serves on and participates in various employee committees.

Job Scope

This position involved recruiting work situations with occasional variations from the norm with a moderate degree of complexity. Incumbent operates from specific and definite procedures with a low level of supervision.

Interpersonal Contacts

Works extensively with City staff and the general public.

Specific Job Skills

Knowledge of:

- Current office practices, procedures and systems.
- Basic composition principles, grammar, and punctuation.
- Word processing, spreadsheet and database programs. Knowledge of Microsoft Word, Excel and Access preferable.
- Basic knowledge of document formats such as jpg, tiff, and bmp.

Ability to:

- Provide helpful, respectful, and courteous service to customers.
- Operate standard office equipment including answering up to three (3) phone lines while dealing with in-person customers.
- Handle multiple tasks simultaneously.
- Dependable and trustworthy.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Work independently with minimal supervision.
- Meet deadlines.
- Recognize occupational hazards and utilize standard safety practices.
- Accurately interpret and apply rules, regulation, policies, and procedures.

Mental Abilities

Position requires continuous decision-making, interpersonal skills, customer service, use of discretion, and the ability to read, write, understand, and speak English; occasional problem analysis, negotiation, independent judgment and/or action, and creativity; and rare teamwork and performance of basic and advanced math.

Physical Abilities

Position requires frequent sitting, continuous talking and hearing, occasional standing, walking, feeling, talking, stooping, sitting, fingering, handling, and repetitive motions of feet, hands, and wrists; and rare bending, crawling, kneeling, and climbing. Incumbent must be able to push, pull, lift, and carry 25 pounds.

Education and/or Experience

One year experience in a similar customer service position.

Special Requirements

- Successful completion of pre-employment background check, including credit check.
- Bilingual (English and Spanish) preferred

Job Conditions

Work is performed in an office setting, which is busy, oriented to public service and subject to frequent work interruptions. The noise level is moderate. Hazard: May have contact with dissatisfied or abusive individuals.