

METRO Job Description

Class Numbers:	0019/4019	Established:	
Titles:	Typist/Receptionist	Revised:	12/2005; 9/2009
Pay Grades:	310/420	EEO Category:	Admin. Support
Bargaining Unit:	LIUNA 483		
FLSA Status:	Non-Exempt		

DESCRIPTION

This position performs a wide variety of reception and cashier duties in addition to operating the Zoo's switchboard. Provides general and event information including information about Zoo memberships and is the initial point of contact for zoo visitors, staff and business professionals. Operates a cash register. Performs clerical support duties.

DUTIES AND RESPONSIBILITIES

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

1. Answers Zoo switchboard, provides general and event information or routes calls to appropriate staff member.
2. Performs cashier duties. Sells admissions, train tickets and Zoo memberships.
3. Assists the public, staff or others in person by providing information or directions to zoo areas.
4. Trains new staff members on reception and cashier duties.
5. Operates radio and communicates with Zoo staff. Coordinates emergency calls.
6. Maintains vehicle check out system.
7. Issues keys to staff members and volunteers for vehicle and building access; distributes radios to staff as needed.
8. Administers minor first aid.
9. Distributes Zoo brochures.
10. Operates mail machine.
11. Opens and closes the reception office; directs staff and volunteers to work locations.
12. Provides clerical support.
13. Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. These duties include but are not limited to:
 - a. Maintaining positive relationships;
 - b. Respecting diversity of ideas and perspectives of others;
 - c. Demonstrating sustainable practices;
 - d. Assisting the public, public officials and other employees in a professional and courteous manner;
 - e. Developing safe work habits and contributing to the safety of self and co-workers;
 - f. Contributing to a positive team atmosphere; and
 - g. Having regular and punctual attendance.

14. Perform assigned duties during an emergency situation.
15. Other duties as assigned.

JOB SPECIFICATIONS

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation

Education and Work Experience

- High school diploma or GED.
- One year experience in high volume telephone, cashier and customer service work.

2. Necessary Knowledge, Skills and Abilities

Knowledge of:

- Standard office equipment including personal computer, cash register, and switchboard.

Ability to:

- Remain calm in emergency situations, gather information and respond appropriately.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Ability to operate standard office equipment including personal computer, cash register, and switchboard.
- Perform several tasks simultaneously or during one-time intervals.
- Work any and all flexible shifts that may be assigned.
- Apply Federal, State, local laws, regulations, and agency policies and procedures for respective field.
- Use discretion with confidential and sensitive matters.
- Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability.
- Work in a safe manner and follow Metro safety policies, practices, and procedures.
- Perform all essential duties of the position.

3. Special Requirements

- Successfully pass the background checks and screening requirements of the organization for this particular position.
- Possession of, or ability to obtain, a current CPR certificate.

4. Tools and Equipment Used

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets.

5. **Supervision**

- Supervision is received from supervisor/manager.

6. **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting.

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