

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Receptionist**

Dept.: **Ask KCLS**

Reports to: **Information Services Coordinator**

Effective Date: **Revised January 2021**

Job Code Number: **10616**

Grade Number: **8, Non-represented**

FLSA Status: **Non-Exempt**

General Position Summary

Incumbents serve as the initial point of contact, assistance and referral for the staff and visitors to the Service Center facility. The primary duties include answering and routing telephone calls, greeting and directing visitors, reserving meeting rooms and vehicles, assisting with the parking issues and serves as a general source of information. The receptionist will also provide clerical support for departments as assigned. The position reports to Associate Director for Facilities Management Services and may receive direction from a designee, and may receive work from various level staff members.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Assist visitors coming to the Service Center. Provide information and identify appropriate person or department to provide assistance. Notify staff of visitors and appointments. Take messages for staff.
2. Direct or respond to questions, schedule appointments and meetings. Take messages for staff members, receive packages and other materials and direct deliverers.
3. Collect proposals and public bid packages, log and process any associated fees.
4. Prepare and send UPS and other courier deliveries.
5. Reserve meeting space and vehicles, distribute information, and relay information within established guidelines. Update the meeting reader board. Make follow-up contact through phone, email or memo as needed to ensure effective use of the vehicles and meeting rooms.
6. Inform appropriate staff of needed maintenance or repair service for staff vehicles and meeting rooms.
7. Keep information on staff cars and assist staff with parking issues. Provide parking decals.
8. Use the intercom system to communicate with staff. Activate the emergency alarm system when needed.
9. Create and maintain various databases and spreadsheets for use in monitoring and tracking expenditures. Generate reports as requested.
10. Process and file invoices.
11. Accurately produce and edit correspondence, memos, and reports on PC's using word processing and other programs.
12. Prepare meeting agendas and distribute appropriate materials. Order supplies and equipment as directed. Organize and maintain division/department records and files. May maintain

tickler files to insure that reports and other transmittals are submitted on schedule.

13. Manage several projects at once and adapt to changing needs. Manage time to maximize productivity.

Secondary Duties:

1. Serve as a member of various employee committees as assigned.
2. Provide backup to related positions.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Approachability

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Interpersonal Savvy

Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High School diploma or GED equivalent.
- One to two years of reception, clerical, secretarial, public contact, or administrative experience.
- Considerable knowledge of standard office software and equipment.
- Ability to maintain confidentiality and communicate with tact and discretion.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using fingers and typing in conjunction with frequent handling, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand and occasionally walk. Will frequently reach up to chest level with hands and arms. Neck rotation may be up to frequent when working the lobby to interact with patrons while seated. The employee will occasionally lift to 10 pounds and will seldom push/pull carts using light force.

WORK ENVIRONMENT

Work is performed in a normal office environment and involves considerable work on the telephone, and at a PC monitor.

Advancement Possibilities:

Division Assistant
Administrative Assistant
Executive Assistant

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

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

Approval: _____
Director of HR