

Class Code: K59 + K47

City of Anaheim

Class Specification

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GUEST SERVICES SPECIALIST I/II

DEFINITION:

Under moderate supervision, to provide information to the public over the telephone and at a public counter at the Convention Center and Stadium facilities; and to perform general clerical work as assigned.

Guest Services Specialist I - This is the entry-level class in the front counter, public contact clerical job series at the Convention Center and Stadium. This class performs the more routine tasks and duties. Incumbents may have little or no previous work experience. Under this concept, incumbents in this class, as breadth of knowledge and skill level increase, may reasonably expect promotion to the journey-level class of Guest Services Specialist II.

Guest Services Specialist II - This is the full journey-level class in the front counter, public contact clerical job series at the Convention Center and Stadium. This class performs the more complex tasks and duties. Incumbents have previous work experience in extensive public contact.

EXAMPLES OF DUTIES - Depending upon area of assignment, responsibilities and duties may include, but are not limited to the following:

Provides guest services for the Convention Center and/or Stadium by responding to requests for information and services, directing guests and/or tenants to appropriate area.

Operates a telephone switchboard or console, receiving incoming calls and making connections.

Acts as a receptionist to the public, taking and responding to a high volume of phone calls, screening inquiries, taking messages, scheduling appointments and answering questions requiring an understanding of policies and procedures of the work unit and/or giving information on scheduled events and other activities.

Clips newspaper articles pertaining to department activities.

May type general correspondence, reports and forms using good judgement.

Copies, collates, staples and otherwise binds a variety of materials.

Folds, staples, stuffs and stamps materials for bulk mailings.

Calls for telephone repair service when needed.

Files into and retrieves materials from established filing systems.

Operates a variety of office equipment such as a typewriter, computer terminal using associated software, CRT, copying machine and FAX machine.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Guest Services Specialist I:

Experience in: Performing general public contact, telephone/receptionist duties is desirable.

Knowledge of: English usage; basic record keeping methods; business telephone etiquette; city department operations in order to direct service requests to the appropriate source; basic math.

Ability to: Speak clearly and distinctly and use appropriate telephone etiquette while working a reception area; interact with a wide variety of clientele while retaining a professional work environment; learn to operate a computer terminal, CRT and/or typewriter keyboard with accuracy; make simple arithmetic calculations; understand pertinent procedures and functions quickly and apply them under moderate supervision; establish and maintain effective relationships with those contacted in the course of work.

Guest Services Specialist II:

Experience in: Performing journey-level public contact work involving heavy telephone and receptionist duties; and performing general clerical work.

Knowledge of: Proper business telephone etiquette, English usage; record keeping methods, basic math.

Ability to: Speak clearly and distinctly and use appropriate telephone etiquette while working a receptionist area; retain, recall and convey information as required by the assigned work area; effectively interact with a wide variety of clientele while retaining a professional work environment; operate a computer terminal, CRT and/or typewriter keyboard with accuracy; make simple arithmetic calculations; understand pertinent procedures and functions quickly and apply them without immediate supervision; establish and maintain effective working relationships with those contacted in the course of work.

Supervision Received: Works under general supervision. Work in progress and completed work is reviewed periodically.

Career Ladder Information: Experience gained in this class may serve to meet minimum requirements for promotion to Senior Guest Services Specialist or a related class.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.