

Class Code: K61
City of Anaheim
Class Specification

Classification:
SENIOR GUEST SERVICES SPECIALIST

DEFINITION:

Under moderate supervision, to serve as a lead worker over part-time telephone/receptionist personnel at either the Convention Center or Stadium; and to perform the duties of a Guest Services Specialist II.

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

Schedules and assigns work of part-time telephone and reception staff.

Assists in selecting, training and instructing part-time telephone and reception staff.

Operates a telephone console. Receives incoming calls and makes station 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.

Verifies long distance charges.

Takes and transmits messages.

Gives correct routine or specific information to the public as requested.

Calls for telephone repair service and maintains record of service calls.

Updates and verifies comprehensive listing of personnel and telephone extensions.

Communicates with police and fire department during emergencies and as needed.

Orders and oversees distribution of directories published by the telephone company.

May maintain inventory of keys and walkie-talkies.

Makes public announcements.

May type general correspondence, reports and forms requiring the use of judgement.

May operate a variety of office equipment such as a typewriter, computer terminal and related software, CRT, calculator, and FAX machine.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

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

Knowledge of: The functions of the assigned work area; English usage; basic record keeping methods; telephone procedures and etiquette; basic math; and the principles of supervision and training.

Ability to: Supervise and train subordinate employees; maintain accurate records; make simple mathematical calculations; read, understand and apply simple written materials;

operate a typewriter keyboard with accuracy; retain, recall and convey information as required by the assigned work area; interact with a wide variety of clientele while retaining a professional work environment; operate a telephone console, speaking clearly and distinctly and use appropriate telephone etiquette while working a reception area; establish and maintain effective relationships with those contacted in the course of work.

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

Supervision Exercised: Positions in this class schedule, assign, check, guide and correct the work of a group of part-time staff engaged in public contact/receptionist work. Incumbents may participate in the selection and evaluation of staff, but do not discipline employees.

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.

Unit of Representation - AMEA Clerical
New 7/91 - V. Kilmurray
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