

CITY OF CHATTANOOGA
Classification Specification Title: Receptionist

Department: Executive Branch

Pay Grade: GS.03

Supervision Received From: Subject to Assignment

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/07/07

Revision Dates: 3/03/26

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for greeting and assisting visitors while ascertaining their needs. Performs routine clerical work that includes answering telephone and email inquiries, directs calls, and provides answers to received inquiries.

SERIES LEVEL: The Receptionist is a stand-alone position.

**** The Receptionist position is Appointed when assigned to the Mayor's Office. ****

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Performs various routine clerical duties utilizing standard office procedures and equipment: including screening incoming calls, taking and transmitting messages, maintaining calendars, keyboarding information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibilities, making photocopies, performing data entry, faxing documents, typing/word processing, managing inventory/supplies, and meeting and greeting the general public.

Greets visitors and determines their needs and assists them with problems or may refer them to appropriate personnel.

Accurately prepares, types, mails, copies, faxes, proofreads, and files correspondence, reports, and other documents.

Responds to requests for information from the general public, answers routine questions, and directs callers to appropriate internal departments and/or external organizations.

Files documents alphabetically, numerically, or by other prescribed methods.

Receives, sorts, files and/or distributes a variety of correspondence, reservations, invoices, fees, work orders, reports, service requests, materials, deliveries, mail, and/or other applicable items.

Monitors and restocks office supplies and materials; initiates the replenishment of applicable inventory and supplies.

May assist as a primary backup for the Administrative Support staff.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and six (6) months related office support experience, or any combination of equivalent experience and education/training sufficient to successfully perform the essential functions of this job.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; modern office procedures, methods, and equipment; and, filing principles and practices. Skill in using computers and related software applications; providing customer service; filing; keyboarding; using modern office equipment; maintaining records and files; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Revision History: 7/3/25; 4/4/25; 10/20/23