

**POLICE RETIREMENT SYSTEM OF ST. LOUIS
JOB DESCRIPTION**

TITLE: RECEPTIONIST

REPORTS TO: EXECUTIVE DIRECTOR

SUPERVISES: NONE

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY: This is an entry-level administrative position at the Police Retirement System. Incumbents within this classification perform routine duties with a limited variety of tasks. The distinguishing characteristics of this classification include primary responsibility for answering telephone lines within the assigned division or section to receive and direct calls, and to admit, receive and direct visitors to the System office. While this position may perform general clerical support duties, receptionist duties constitute the vast majority of the employee's time.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

FUNCTIONS OF THE JOB

Essential Functions

1. Answers most telephone calls to the general office number and transfers calls to the appropriate staff member.
2. Greets visitors to the System office and acts as an interface between visitor and appropriate staff member.
3. Scans hard copies of documents received into the System office into electronic format and transmits them to the appropriate System locations.
4. Enters and updates information into various System electronic databases.
5. Notifies St. Louis Metropolitan Police Department of any deaths of retired SLMPD officers.
6. Inventories and orders office supplies and kitchen supplies.
7. Assists in annual audit to identify and remove names of retirees who died in the previous 12 months.
8. Assists in the preparation and processing of certifications sent to retirees and surviving spouses of officers to determine continuing eligibility to receive benefits.
9. Receives and sorts mail sent to the System trustees and staff.

Marginal Functions:

1. Monitors and maintains the copier/scanner.
2. Makes deliveries of forms and paperwork to nearby government offices.

POSITION QUALIFICATION REQUIREMENTS

To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

High school diploma, plus a minimum of one year of progressively responsible administrative experience. Prior administrative support background or experience in working directly with members of the public desirable.

Data Utilization:

Requires the ability to compile, assemble, copy, record and/or transcribe data and information according to a prescribed scheme or plan.

Human Interaction:

Requires the ability to explain, demonstrate and clarify to others such as the general public within well-established policies, procedures and standards. Ability to follow specific instructions and respond to simple requests from others.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to start, stop, operate and monitor functioning equipment and machinery such as a telephone, postage meter machine, copier, fax, computer terminal, and typewriter used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference data and information such as telephone directories and other directories, records, logs, lists, guides, and operating manuals.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning:

Requires the ability to carry out detailed but uninvolved written and oral instructions. Involves routine work according to clearly prescribed standard practices, with some latitude for independent judgment.

Situational Reasoning:

Requires the ability to exercise the judgment required in situations characterized by repetitive or short cycle operations covered by set procedures or sequences.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical/Visual Activities or Demands:

Requires the ability to exert light physical effort, typically involving some combination of lifting and

carrying objects of light weight, five to ten pounds, such as mail crates and packages. Requires the ability to twist and/or bend in order to perform telephone duties. Tasks involve extended periods of time on the telephone.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Machines, Tools, Equipment and Work Aids:

Machines, tools, equipment and work aids which may be representative but not all inclusive of those commonly associated with this job. Computer, calculator, software programs, telephone and fax.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.

Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal law.

“Commonly associated” is not intended to mean always or only. There are different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.