

**CITY OF BOCA RATON
VOLUNTEER JOB DESCRIPTION**

POSITION TITLE: CITIZEN'S GREETER (CITY HALL)

GENERAL DESCRIPTION OF WORK

Act as receptionist, greet visitors, work on telephone console.

JOB DUTIES

- Perform receptionist duties
- Provide assistance and general information about the City of Boca Raton, its environs and activities
- Escort visitors if needed
- Operate the telephone console and route telephone calls to the appropriate party
- Provide directions as needed
- May perform related tasks as required

KNOWLEDGE, SKILLS AND ABILITIES

- General knowledge of receptionist procedures
- Excellent telephone voice and oral communication skills
- General knowledge of the functions and activities of City Hall
- Ability to solve problems within the scope of responsibilities
- Ability to maintain effective working relationships with City staff
- Ability to meet and interact with the general public
- Ability to perform multiple tasks at one time

EDUCATION AND EXPERIENCE

- High School graduate
- Previous receptionist and telephone experience preferred, but not required
- Prior customer service experience preferred

TIME FRAME

Monday-Friday 8am – 4:30 pm. Volunteers work shifts of 4.5 hours

BENEFITS TO THE DEPARTMENT

Assists the City in providing efficient services to its citizens

BENEFITS TO THE VOLUNTEER

The opportunity to assist the community in finding city services quickly and efficiently
The opportunity to learn new skills, make new friends

City Managers Office
Department

City Clerk's Office
Division

Diane King
Supervisor