

GRADE: 6
DIVISION: Office of the Director

POSITION SUMMARY:

Under general supervision, greets and routes visitors, customers, and guests to specific Tulsa Health Department (THD) programs or personnel in a prompt, courteous and professional manner. Exhibits high level of customer service support by assisting all internal and external customers, visitors, and guests. Friendly, outgoing, and motivated personality. Schedules meeting rooms at designated THD location for internal team members.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majorities of the duties performed by the position but are not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Models excellent customer service behaviors in internal/external interactions.
2. Greets and directs the flow of visitors and customers visiting the THD location.
3. Maintains clean, welcoming environment in the designated location's entry area/workspace.
4. Clerical duties, as needed to support THD programs.
5. Schedules meeting rooms at designated THD location.
6. Sustains working knowledge of all THD program services, hours of operation and location.
7. Supports customers by answering calls and general questions related to THD programs and routine information.
8. Connects clients to external community resources, if not offered by THD.
9. Works as part of reception team to offer recommendations and suggestions for continuous customer support.
10. Monitors inbound calls for increase in public concerns and communicates any changes to supervisor.
11. Identifies customer service processes that can be streamlined using Quality Improvement tools.
12. Depending on location, signs for packages delivered and notifies appropriate personnel of receipt.
13. Completes required training in support of duties and responsibilities of this position.
14. Special projects as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required.

Experience: One year as receptionist and one year of general clerical duties preferred. One year of direct customer service experience required.

Knowledge/Skills:

- Working knowledge of general office clerical methods and procedures concerning public contact, and telephone procedures.
- Strong communication skills in dealing with the public in various situations, while maintaining courtesy and diplomacy in placing visitors at ease.
- Basic computer skills knowledge.
- Excellent time management skills required.
- Good interpersonal and customer service skills required.
- Ability to follow oral and written directions and work effectively with others.
- Bilingual (Spanish/English) required for designated locations.
- Support THD marketing initiatives with translating material in English to Spanish.

Licenses: None.

Required Work Schedule: Monday-Friday; 8am-5pm

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with THD personnel in scheduling conference rooms and providing general information and building effective relationships to better service our clients.
- External contact with Board of Health members, public officials, visiting dignitaries, personnel representing community agencies, and the public.

SUPERVISORY RESPONSIBILITY / ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer hardware and software.

Reports to – Manager, Quality Improvement/ Customer Service.

PHYSICAL REQUIREMENTS:

Must be able to sit for extended periods of time. Ability to perceive sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication. Ability to stand and physically direct individuals to specific areas.

WORKING CONDITIONS:

Moderately high noise or high traffic area, and frequent interruptions with no privacy.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Ability and willingness to perform job-related travel.

FLSA Status: Non-Exempt