

DICKSON ELECTRIC SYSTEM

Job Description and Specifications

For Position of: **Receptionist**

JOB TITLE: Receptionist

DEPARTMENT: Cashier

REPORTS TO: Cashier Supervisor

FLSA STATUS: Non-Exempt

PREPARED DATE: April 2021

PURPOSE: The purpose of the Receptionist is to provide professional and businesslike service to walk-in and telephone customers and vendors, direct customers to the appropriate area and promote good relations with DES customers.

ESSENTIAL FUNCTIONS:

1. Greet and direct walk-in customers.
2. Answer multi-line telephone and route calls to appropriate departments.
3. Receive and sign for deliveries.
4. Maintain lobby material and supplies.
5. Knowledge of DES website.
6. Process mail and drop.
7. Endorse checks and post on spreadsheet for grand total.
8. Fill in for Cashier when needed and assist Bookkeeper when needed.
9. Be willing to cross train for other positions.
10. Key mail and drop batches for landfill and electric.
11. Reasonably regular and reliable attendance.
12. Other duties as assigned.

EDUCATION:

High School Diploma/ GED

EXPERIENCE, SPECIAL SKILLS, AND ABILITIES:

1. One year experience working with the public.
2. Must demonstrate pleasant, professional attitude and be able to effectively communicate with customers, other employees of DES and the general public in a professional businesslike manner.
3. Basic computer skills and ability to use basic office equipment.
4. Must be able to manage multiple activities, handle numerous assignments simultaneously without becoming stressed, assume responsibility and create a work environment that motivates employees.
5. Must have the highest degree of integrity, honesty, pleasant disposition, dependability and tact, and must treat all DES employees with dignity and respect. Must be able to maintain composure during

difficult situations to discuss and resolve issues and maintain open communications to achieve DES goals and objectives.

6. Must believe in, be sympathetic with, be interested in furthering the public understanding and acceptance of the utility's objective and be customer service oriented at all times.
7. Must be willing to work with all employees in the best interest of the utility and to accept changes in work programs and patterns to keep pace with changing times.

LICENSE AND CERTIFICATIONS:

1. Must possess at the time of employment a valid Class D Driver License allowing legal operation of a motor vehicle in Tennessee. Maintaining the Class D or equivalent license is a continuing condition of employment.
2. Must maintain at the time of employment or obtain at a time designated by DES, a valid certification of proficiency in adult CPR, first aid, and AED.

STATEMENT ON POSITION:

This job description and specification is to give the applicant a reasonable expectation of the requirements and responsibilities of the job. It in no way infers that the person will be limited only to the requirements stated. Anything deemed necessary by Management will become an integral part of the job.