



## RECEPTIONIST/SECRETARY

*This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.*

**SUPERVISOR:** City Treasurer and/or City Clerk

**SUPERVISE:** None

### **SUMMARY DESCRIPTION**

Responsible for receiving callers in person and answering phone calls for departmental personnel, including responding to questions from the public, referring callers to appropriate sources for assistance and taking messages for staff who are temporarily unavailable. Also responsible for the receipt of monies from customers who enter City Hall.

### **EXAMPLES OF WORK PERFORMED**

**ESSENTIAL FUNCTIONS:** *The following examples of work are illustrative only and are not intended to be all inclusive.*

Receives money and provides accurate documentation of receipt of money for utility bills, payments for merchandise and services billed through accounts receivable.

Answers general questions regarding utility bills and procedures, new services, etc. based on city regulations, utility policies and records.

Receives applications for utility services; takes information from customers regarding final reading dates, final bill addresses; complete meter reading and change-out sheet (monkey sheet).

Assists employees of City Hall/Utilities Office in day-to-day transactions, customer inquiries and receptionist duties.

Answers the telephone, directs calls to the appropriate personnel, takes accurate messages and/or independently handles inquiries or provides information/assistance.

Greets cheerfully individuals who come to the department, ascertains their needs, directs them to the appropriate sources for assistance and/or independently answer their questions regarding operating procedures, policies, laws and regulations; display a sincere concern for public's needs.

Composes and prepares correspondence, letters, memos, reports and other departmental documents in final format.

Establishes and maintains an accurate file system for official documents, records, reports, forms, correspondence and minutes.

Receives phone calls regarding electrical outages, natural gas leaks, water leaks, sewer backups; determines when emergency procedures must be relayed to the customer on the phone.

Enforces rules and regulations fairly to customers.

Handles all customer information in a professional manner and maintains the confidentiality of all records.

Ensures all mail is delivered to post office for outgoing delivery.

Operates standard office equipment in the performance of job duties, i.e. fax machine, copier, personal computer, calculator, etc.

Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- Modern office procedures, methods and equipment.
- General principles and procedures of record keeping and financial reporting.
- English usage, spelling, grammar and punctuation.
- Basic mathematical principles.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Methods and techniques of effective customer service.
- Community resources and agencies available to the general public.
- Pertinent federal, state and local laws, codes and regulations.

### **Ability to:**

- Perform a variety of responsible clerical and activities of a general and specialized nature in support of other staff and programs.
- Utilize a variety of computer programs and software pertaining to the business of the city.
- Plan and organize work to meet changing priorities and deadlines.
- Utilize independent judgement in the performance of duties.
- Enter data at a speed necessary for successful job performance.
- Work with frequent interruptions and a high degree of public contact by phone or in person.
- Establish and maintain records and reports.
- Deal constructively with conflict.
- Perform duties with thoroughness, accuracy and attention to detail.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cheerful effective working relationships with those contacted in the course of work.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and frequent interruptions with some travel to different sites.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; verbally communicate to exchange information.

### **EDUCATION AND EXPERIENCE**

*Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:** Graduation from high school or equivalent GED supplemented by college level course work in secretarial science, business or related field or any equivalent combination of training and experience that provides the required skills, knowledge and abilities. Two years of responsible office experience or closely related work preferred.