



JOB DESCRIPTION

Job Title: Office Assistant/Receptionist **Reports to:** Town Clerk

Prepared by: Kristy Rogers **Approved by:** Council

Date Approved: January 21, 2015 **Last Revision Date:** December 29, 2014

SUMMARY:

The Office Assistant/Receptionist is responsible for providing secretarial and clerical support in order to ensure that municipal services are provided in an effective and efficient manner. Takes direction primarily from and reports initially to the Town Administrator or designee. Position is initial contact between the public, the Town Council, and Town Administrator. It requires the ability to sit at a workstation for extended periods, to assist the public at the front desk, ascend/descend stairs to access Town records, stock supplies, file, and carry up to 15 lbs.

PRIMARY RESPONSIBILITIES:

1. Greets visitors entering Town Hall, determines nature and purpose of visit, ensuring sign in, and direct to specific destination when necessary
2. Provides information in person, by telephone or email, to answer routine inquiries and general information, refers callers to appropriate department or agency, and takes messages when necessary
3. Responds to all inquiries in a courteous manner, provides information within the scope of knowledge and authority, and referring to a higher classification employee, as applicable
4. Collects, sorts, distributes, and prepares mail, messages, and courier deliveries
5. Coordinate/Communicate with outside agencies for Town functions (including but not limited to: waste/recycle collection, mosquito control, and permits/licenses)
6. Assists in preparation of tax and utility billings
7. Oversees Park Rental schedule
8. Assists in voter registration
9. Logs complaints, works orders, and Freedom of Information Act requests on tracking spreadsheets, assigns to appropriate person/department, and closes log out when complete
10. Files, scans, and maintains records
11. Performs basic clerical tasks and operates basic office equipment
12. Transmits information and documents to customers using a computer, mail, email, scanning, or facsimile machine
13. Distributes building permit information and business/rental licenses, politely assists the public in completing applications for permits or licenses, reviews applications to ensure they are complete and provides basic information on permit application requirements, general procedures for processing, and permit/license fees
14. Provides assistance to department supervisors, as needed, and works closely with other staff to ensure adequate administrative coverage is maintained at all times.
15. Researches and analyzes data to determine answers to questions

- 16. Adheres to all town policies, procedures, ordinances, and Town Charter
- 17. Keeps work and surrounding areas clean and organized

ADDITIONAL RESPONSIBILITIES/REQUIREMENTS:

- 1. Within 180 day probationary period, must acquire considerable knowledge of the Town's functions, policies/procedures, and applicable ordinances
- 2. May perform work of higher classified positions, as assigned
- 3. Other related duties as assigned by the Town Administrator or designee

EDUCATION/QUALIFICATIONS:

Position requires a high school diploma or equivalent education, and one year experience in a similar job position. Knowledge of using office equipment (including but not limited to: computer, facsimile machine, scanner, telephone, copier); strong verbal and written communication skills, experience with business correspondence and the ability to proofread for grammar, spelling, and punctuation with a high degree of accuracy, be detail-oriented and accurate is necessary; experience with Microsoft Office for word processing and spreadsheets; experience in public service; ability to use good judgment in the completion of a variety of work situations; ability to organize, multi-task, and plan work to meet deadlines. Maintaining a professional appearance and providing a positive company image to the public is required.

AMERICAN WITH DISABILITES ACT REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Employee Signature

Date

NOTE: By signing this document I am agreeing to the statements contained in this job description. These statements reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Supervisor Signature

Date