

RECEPTIONIST – CITY HALL

PART-TIME

RANGE 19 (Non-exempt)

JOB SUMMARY: The Receptionist is the first point of contact for City Hall and must possess excellent customer service skills. Receptionist's duties include offering administrative support across the organization. The Receptionist welcomes guests and coordinates front-desk activities, including distributing correspondence and redirecting phone calls. The Receptionist must be able to work in a fast paced environment with a strong attention to detail. This is a part-time position working Monday through Friday, approximately 20-25 hours per week. This position reports to the Office Manager.

MAJOR RESPONSIBILITIES/ACTIVITIES:

- Greet and welcome guests and citizens as soon as they arrive at City Hall.
- Direct visitors to the appropriate person and office.
- Answer, screen and forward incoming phone calls.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Provide basic and accurate information in-person and via phone/email.
- Receive, sort and distribute daily mail/deliveries.
- Strong administrative skills.
- Exceptional customer service skills, over the phone and in person, with our citizens and internal departments.
- Responsible for maintaining paper and electronic filing systems.
- Perform general office duties such as typing, flow of correspondence, filing, etc...

ADDITIONAL RESPONSIBILITIES/ACTIVITIES:

- Respond to staff requests for administrative support as needed.
- Extremely organized with strong multi-tasking and time-management skills.
- Demonstrate professionalism at all times.
- Perform other related duties as assigned.

MINIMUM AND PREFERRED REQUIREMENTS:

- High School diploma or GED required.
- Proven work experience as a Receptionist, Front Office Representative or similar role.
- Proficiency in Microsoft Office Suite and Outlook.
- Hands-on experience with office equipment (e.g. fax machines and printers).
- Professional attitude and appearance.
- Solid written and verbal communication skills.
- Ability to be resourceful and proactive when issues arise.
- Excellent organizational skills.
- Multitasking and time-management skills, with the ability to prioritize tasks.
- Customer service attitude.

WORKING ENVIRONMENT

The duties of Receptionist will be generally performed in a standard office setting with some travel from site to site. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. Continuous sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. Frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist. Occasional squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals. Occasional lifting of up to 15 pounds.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment.

Hearing: Hear in the normal audio range with or without correction.