

CITY OF EAST TAWAS JOB DESCRIPTION

Part-Time Office Receptionist

Supervised by: Office Manager
Supervises: No supervisory responsibilities

Position Summary:

Under the direct supervision of the Office Manager, functions as a general office receptionist with responsibility for a variety of tasks. Provides front-desk services, including processing payments, sorting and processing mail, answering phone calls and handling customer complaints.

Essential Job Functions:

An employee in this position may be called upon to do any or all the following essential functions. These examples do not include all the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily:

1. Provides front-desk service and assistance, receipting payments and providing general assistance to customers including handling customer complaints. Prepares and processes correspondence, records, documents, reports, and information requests. Types, performs data entry and financial tasks, and completes clerical projects as assigned. Assists in balancing cash drawers. Screens and directs telephone calls and visitors to the appropriate department.
2. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma and one to five years' experience in customer service, office clerk/receptionist or a related field.
- Knowledge of modern office procedures and practices and skill in application.
- Knowledge of the organization, structure, operations and procedures of municipal government and the functions of various departments to effectively assist the public.

- Skill in operating basic office equipment and technology including computers and related financial, word processing, and spreadsheet software.
- Skill in responding to public inquiries and internal requests with professionalism.
- Skill in maintaining filing systems and records according to established procedures.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with other employees, elected officials, governmental agencies, vendors and other external contacts and the public.
- Ability to establish and maintain effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public.
- Ability to exercise a high degree of diplomacy in contentious or confrontational situations.
- Ability to critically assess situations, problem-solve and work effectively under stress, within deadlines and changes in work priorities.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly in a business office setting where he or she is regularly required to sit and occasionally required to exercise limited mobility. The employee is regularly required to talk, hear, read and interpret documents and correspondence and view and produce written and electronic documents. The employee is also required to use manual dexterity to type or write and communicate with others in person and on the telephone and to use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift and/or move lightweight to moderately heavy items. The noise level in the work environment is usually quiet to moderate.