



**BOARD OF ALDERMEN**  
Special Meeting Agenda  
CITY OF PARKVILLE, MISSOURI  
Tuesday, June 9, 2014 12:00 p.m.  
City Hall Boardroom

**Next numbers: Bill No. 2785 / Ord. No. 2755**

- 1. CALL TO ORDER and ROLL CALL**
- 2. ACTION AGENDA**
  - A. Approve an ordinance employing Sharon Coleman as a part-time City Hall receptionist
- 3. ADJOURN**

## **CITY OF PARKVILLE** **Policy Report**

Date: June 4, 2014

Prepared By:

Melissa McChesney  
City Clerk

Reviewed By:

Lauren Palmer  
City Administrator

ISSUE:

Approve an ordinance employing Sharon Coleman as a part-time City Hall receptionist.

BACKGROUND:

The City Hall reception desk is operated by two part-time receptionists who work alternating days. In April, Mary Ann Hauth and Shannon DiMaggio were hired as part-time receptionists to fill the two vacant positions previously held by Kelly Yulich and Dorrit Bender. Unfortunately, Ms. DiMaggio resigned the position shortly after hiring due to external conflicts that prevented her from fulfilling the work schedule. After evaluating the front desk operation and the availability and interest of other qualified staff, City Administration determined the current part-time arrangement continues to be the best option.

The City advertised the vacant receptionist position in mid-May and received seven applications. This field was narrowed to two qualified candidates. Following interviews, staff recommends hiring Sharon Coleman to fill one of the two vacant positions. Ms. Coleman was interviewed and determined to be qualified, knowledgeable and capable of fulfilling the roles and responsibilities of City Hall receptionist.

Staff recommends approving the hiring ordinance during a special meeting in order to allow Ms. Coleman to begin work as soon as possible. Due to the vacancy, other employees are rotating shifts to provide coverage at the front desk during business hours. For those employees who are filling in, the arrangement limits their productivity on other daily assignments.

BUDGET IMPACT:

This is a budgeted position and the proposed hours and hourly rate are within the budgeted amount, approximately \$28,000 for both receptionist positions in 2014.

ALTERNATIVES:

1. Approve the hiring ordinance as proposed.
2. Approve the hiring ordinance subject to stated changes.
3. Postpone this item for future consideration.

STAFF RECOMMENDATION:

Approve the attached ordinance and hire Sharon Coleman as a part-time City Hall receptionist.

POLICY:

The Board of Aldermen must approve all hiring by ordinance.

SUGGESTED MOTION:

I move that Bill No. 2785, an ordinance hiring Sharon Coleman as a City Hall receptionist, be approved for first reading.

**Item 2A**  
*For 06-09-14*  
**Board of Aldermen Special Meeting**

I move that Bill No. 2785 be approved on first reading and passed to second reading by title only.

I move that Bill No. 2785 be approved on second reading to become Ordinance No. \_\_\_\_.

ATTACHMENTS:

1. Hiring Ordinance
2. Sharon Coleman Resume
3. Receptionist - Job Description

**AN ORDINANCE EMPLOYING SHARON COLEMAN AS A PART-TIME RECEPTIONIST.**

BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF PARKVILLE, MISSOURI AS FOLLOWS:

SECTION 1. That Sharon Coleman is hereby employed as a City Hall receptionist, a part-time position, for the City of Parkville at an hourly rate of \$10.00, with performance and compensation to be reviewed annually thereafter in accordance with the City's adopted personnel policy, as may be amended by the Board.

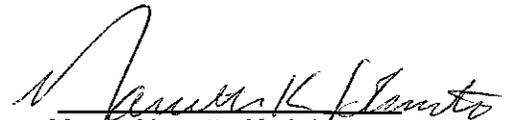
SECTION 2. That Sharon Coleman shall be subject to and shall receive other benefits in accordance with the City's adopted personnel policy, as may be amended by the Board from time to time.

SECTION 3. That Sharon Coleman shall serve at the will of the Board and her employment may be terminated at any time with or without cause.

SECTION 4. This ordinance shall be effective June 10, 2014, pending successful completion of all applicable employment criteria.

PASSED and APPROVED this 9<sup>th</sup> day of June 2014.



  
Mayor Nanette K. Johnston

ATTESTED:

  
City Clerk Melissa McChesney

SDC

May 7, 2014

Matthew Chapman  
Human Resources Director  
City of Parkville  
8880 Clark Avenue  
Parkville, MO 64152

**RE: PART-TIME RECEPTION**

Dear Mr. Chapman:

I spoke with you yesterday afternoon about my application I filled out online but could not send it. I am sending it now with my cover letter, resume and references and a couple of the certificates I have recently received. I noticed that when I printed the application out that you cannot read all of the information I have entered so I am sending my resume.

I am moving to Parkville, Missouri on May 28<sup>th</sup>, 2014. I am seeking employment in Parkville, Missouri and I saw the posting of a Part-time Receptionist with the City of Parkville, Missouri. This position is perfect for me.

I have excellent skills as a receptionist/secretary. I also have excellent customer service and public relations skills; type 95 wpm and have extensive computer knowledge. I am a hard worker and quick learner; highly motivated and very good at multi-tasking. I work well alone and can also work well in a team environment. I am a self-assured person and take a great deal of pride in my work.

I am confident that I would make a great addition to your team. I look forward to meeting with you.

Sincerely,

Sharon Dee Coleman

**SHARON COLEMAN**  
**Sir\_titan\_01@yahoo.com**  
**6127 NW Bell Rd Apt C**  
**Parkville, MO 64152**  
**575-740-6462**

**OBJECTIVE:**

*I seek a position that will allow me to continue learning and growing personally and professionally. I would especially enjoy employment that encourages and enhances my creativity. An organized and positive atmosphere where coworkers and supervisors are trustworthy, encouraging and upbeat is always preferred.*

**Sierra County**

*855 Van Patten*

*Truth or consequences, NM 87901*

*575-894-6215*

*Position Held: Indigent Health Care Program Clerk*

*February 2013 to May 23, 2014*

Process information given by patients who need some medical assistance. Request UB's from SVH and enter claims into the Triadic system. Work up Resolution for the Commissioner's to approve my claims. Create an Excel Spreadsheet and present that with the Resolution. Email Excel Spreadsheet to SVH so they can process their claims of approved applicants. Create and send out IHC cards for people who qualify. Mail approval or denial letters, whichever is needed. Work with the Indigent Burial's program. Research deceased to see if he/she has any assets to cover their burial/cremation. Send out letters if Indigent Burial Claims are not approved. Answer phones, transfer calls, take messages, many duties with this position.

**Sierra Vista Hospital/Rural Health Clinic**

*800 E 9<sup>th</sup> Ave*

*Truth or Consequences, NM 87901*

*575-894-2111*

*Position Held: Assistant Clinic Biller/Receptionist for SVH*

*April 13, 2009 – May 27, 2011*

During my tenure at Sierra Vista Hospital/Rural Health Clinic, where I was initially hired as a temporary employee and was eventually hired as a regular employee, I worked several different jobs to include medical records clerk, PBX operator, administration proofreading and retyping hospital policy and procedures, worked in the clinic as an assistant with the clinic billing until May 27, 2011. Performed other duties as assigned which included a lot of multi-tasking.

**Prairie Independent Living Resource Center**

*103 West 2nd*

*Pratt, KS 67124*

*620-672-9600*

*Position Held: Secretary/Receptionist*

*February 4, 2008 – March 13, 2009*

I performed many general office duties to include answering telephones and directing calls to the appropriate person, assisting customers. Performed other duties as assigned which included a lot of multi-tasking.

**SHARON COLEMAN**  
**Sir\_titan\_01@yahoo.com**  
**6127 NW Bell Rd Apt C**  
**Parkville, MO 64152**  
**575-740-6462**

**SCTelcom**

*214 S Main St  
Pratt, KS 67124  
620-933-1000*

*Position Held: Customer Service Representative  
January 2, 2006 – January 31, 2008*

In addition to performing general office duties I also successfully worked with Billstream, Tiny Terms & Ivue programs, posted payments and made payment arrangements for our customers. I also worked with some collections, balanced the cash drawer twice daily and made deposits for ILEC and CLEC. Performed other duties as assigned which included a lot of multi-tasking.

**Pratt Leisure Hotel**

*1401 W US Hwy 54  
Pratt, KS 67124  
620-672-9433*

*Position Held: Desk Clerk  
September 1999 – August 2008*

Duties performed included answering the telephone and directing calls as needed, make and cancel reservations, balance the cash drawer and run daily reports. I also worked closely with other employees to ensure that our guests were comfortable and had what they needed during their stay with us.

**Education:**

- Certificate/Legal Secretary, Pratt Community College, Pratt, KS (1991-1992)
- Associate of Applied Science General, Pratt Community College, Pratt, KS (1992-1994)

**Skills:**

Responsible \* Self-motivated \* Excellent public relations skills \* Quick learner \* Team player \* Extensive computer knowledge \* Good at multitasking

**Additional Training:**

HIPAA training \* Conflict management \* Customer service training \* Leadership 2007 class through the Chamber of Commerce, Pratt, KS \* KNOCK YOUR SOCKS OFF seminar 2007

**REFERENCES ATTACHED**

**SHARON COLEMAN**  
**Sir\_titan\_01@yahoo.com**  
**6127 NW Bell Rd Apt C**  
**Parkville, MO 64152**  
**575-740-6462**

**Business References:**

*Mark Huntzinger, Sierra County Manager*  
855 Van Patten  
Truth or Consequences, NM 87901  
(W) 575-894-6215  
© 575-740-7105  
[Manager@sierracountynm.gov](mailto:Manager@sierracountynm.gov)

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P.O. Box 711  
Reserve, NM 87830  
(H) 575-533-6328  
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[JanCarrejo@gmail.com](mailto:JanCarrejo@gmail.com)

*Dan Morrell, IT Specialist*  
Sierra Vista Hospital  
800 E 9<sup>th</sup> Ave  
Truth or Consequences, NM 87901  
(W) 575-743-1188  
[dan.morrell@svhnm.org](mailto:dan.morrell@svhnm.org)

*Teresa Ragsdale, Finance Director*  
Sierra County Administration  
855 Van Patten  
Truth or Consequences, NM 87901  
(W) 575-894-6215  
© 575-740-2462  
[tragsdale@sierracountynm.gov](mailto:tragsdale@sierracountynm.gov)

**SHARON COLEMAN**  
**Sir\_titan\_01@yahoo.com**  
**6127 NW Bell Rd Apt C**  
**Parkville, MO 64152**  
**575-740-6462**

**Personal References:**

**Kristin Armijo – Administrative Assistant**  
**Sierra County Administration**  
**855 Van Patten**  
**Truth or Consequences, NM 87901**  
**(W) 575-894-6215**  
**© 575-740-0414**  
**kristin@sierracountynm.gov**

**Susan Haniwalt – Receptionist in Physical Therapy**  
**317 N Magnolia**  
**Truth or Consequences, NM 87901**  
**(W) 575-743-1213**  
**© 575-740-0998**

**Connie McKinzie – Aztec Bail Bond**  
**615 N. Thompson**  
**Pratt, KS 67124**  
**(H) 620-672-5111**  
**conmck@cox.net**

# CITY OF PARKVILLE JOB DESCRIPTION

## Part –Time Receptionist

**Title:** Receptionist

**Department:** Administration (80%)  
City Clerk Department (20%)

**Supervisor:** City Clerk

**FLSA Status:** Part-time, Non-Exempt

**Salary Range:** \$10/hour

**Schedule:** Varies: up to 40 hours every two weeks.  
8:00 am – 5:00 pm, Monday – Friday and other hours  
as needed.

*This description represents a body of work typically performed in this position, but does not necessarily represent all of the duties which may be assigned to the incumbent in the position. The incumbent is responsible for performing miscellaneous duties as needed or assigned.*

**General statement of main duties:** The receptionist serves as the primary customer service contact at City Hall and provides primary clerical and administrative assistance to the City Clerk. Answers phones; distributes mail; files and processes various licenses, permits, and payments; and performs a variety of office management functions. Assists the City Clerk with processing business licenses and is in charge of dog license and golf cart/low speed vehicle permits. The receptionist works closely with all employees in City Hall with primary direction provided by the City Clerk.

**Minimum Qualifications:** The receptionist shall have a high school diploma, or equivalent, with experience in Microsoft Word, Excel, Access and Outlook and ability to type at least 40 words per minute. The Receptionist must be self-motivated; highly organized; have an ability to learn quickly; have excellent clerical, written and verbal communication and customer service skills; be capable of managing multiple responsibilities; and have excellent initiative and follow-through.

### **Essential Job Functions:**

1. Answer phone calls and basic questions or direct the call to the appropriate staff (daily)
2. Sort and distribute department mail (daily)
3. Provide general clerical assistance, including typing, proof-reading, copying, scanning, corresponding and similar to the department directors (daily)
4. Manage front desk, order supplies and maintain general office equipment such as the postage machine and network copier (daily)
5. Compile information, answer questions and process business licenses prior to final approval (daily)
6. Process and maintain dog licenses and golf cart/low speed vehicle registrations(as needed)
7. Process customer payments, answer general billing questions and reconcile cash drawer (daily)
8. General administrative support and other related duties as assigned (as needed)

### **Primary Responsibilities:**

- Greet, assist and direct citizens and the general public
- Use a multiline telephone, answer and route all incoming calls on the City's main line
- Assist with general office and clerical duties
- Maintain adequate inventory of supplies and order when needed
- Process water and sewer payments and maintain petty cash

- Process requests for park shelter reservations
- Assist City Clerk with packet preparation and projects as needed
- Assist departments with special projects as needed

**Required Knowledge, Skills and Abilities:**

- Knowledge of municipal record keeping best practices.
- Knowledge of modern office procedures, including skill in use of office equipment and technology.
- Strong customer service orientation and ability to resolve/diffuse customer issues and complaints.
- Strong writing skills and ability to produce grammatically correct and factual reports, records and correspondence.
- Skill in researching, analyzing and interpreting written material.
- Must be comfortable using a personal computer and printer, programs including Microsoft Word and Excel and Access, be able to navigate the web, program the telephone system, postage machine and other office equipment.
- Ability to establish and maintain effective working relationships and use good judgment, initiative and resourcefulness with the public, department employees and other City officials.
- Ability to multi-task and perform with evolving priorities.

**Work Environment and Equipment Utilized:** Standard office equipment is utilized routinely in the job and the work is performed in a typical office environment with adequate lighting, ventilation and temperature controls.

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Employee Signature/Date

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Supervisor Signature/Date

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City Administrator Signature/Date