

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: \$15.12-\$21.32 per hour

Schedule: Varies: will average 48 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 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.

Employee Signature/Date

Supervisor Signature/Date

City Administrator Signature/Date