



### Office Receptionist

Department:	<b>Various</b>	Revised Date:	<b>January 2020</b>
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**GENERAL PURPOSE:** Under general supervision, performs front desk reception and administrative support functions by assisting front office staff.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Performs basic clerical duties, including data entry, recordkeeping, preparing and processing various documents, basic bookkeeping, and maintaining files.
- May provide customer service, information and assistance to visitors and others having business with the Marshal' Office; assists visitors in a courteous and respectful manner within scope of training, and responds to requests for information within the scope of authority.
- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Processes incoming and outgoing mail; may draft and type correspondence, and prepare mailing lists, labels, posters, and flyers; cross-trains in other clerical duties as needed.
- Maintains absolute confidentiality of work-related issues, records and Town information; refers matters requiring policy interpretation to supervisor for resolution.
- Performs other related duties as assigned or required.

### **MANAGERIAL RESPONSIBILITIES**

None.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

High school diploma or GED equivalent; AND one year of general work experience; OR an equivalent combination of education and experience.

#### **Required Licenses or Certifications:**

- Must possess State of Arizona Driver's license.

## PREFERRED QUALIFICATIONS

### Knowledge of:

- Town policies and procedures.
- Basic computer applications including word processing and data entry.
- Basic recordkeeping practices.
- Customer service standards and protocols.

### Skill in:

- Providing effective customer service, and dealing tactfully and courteously with the public.
- Closely following verbal and written instructions and procedures.
- Communicating clearly and concisely, both verbally and in writing.

## PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This classification involves work that requires:

- Work is regularly performed within an inside office environment.
- The noise level is varied but usual to that of an inside office environment.
- The employee may be required to walk over uneven flooring or terrain.
- The employee may be required to work outside normally scheduled hours and/or assigned to report to a specific location for training and/or meeting attendance.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms.
- Strength sufficient to lift, carry and move ten (10) lbs.

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the Town and requirements of the job may change.*

**FLSA:** Non-Exempt

**Salary Range:** 21