

Receptionist/Clerk Job Description

Position Title: Receptionist/Clerk

Purpose of Position: Responsible for the administrative duties of the clerk's office including general reception and customer service.

Status/Hours of Work:

Union position 8:30 a.m. – 4:30 p.m.

Major Responsibilities/Duties:

- Answer telephone and deal with general inquiries at the counter and kiosk in accordance with the Town's customer service standard policies
- Assisting in the preparation of public agendas packages, sorting and distributing public and in-camera agendas.
- Typing reports, letters and other correspondence as required.
- Maintain electronic calendars for Council Meetings.
- Maintain Clerk's and CAO's office portion of Town Website
- Assist in preparing for Municipal Election
- Responsible for Laserfiche and electronic document filing
- Arrange for meals and refreshments for Council and other meetings.
- Prepare and coordinate agendas/minutes and correspondence for various Committees.
- Coordinate tickets and arrangements for Council functions and attendance at social events
- Process and issue business and kennel licence applications including the circulation to departments.
- Issue lottery licences and maintain records of charitable groups
- Process Birth/Death registrations and forward summary to Registrar General
- Answer and forward general inquiry emails from the Town Website
- Distribute faxes
- File documents in accordance with records retention policy.
- Order office supplies
- Other duties as assigned

Human Resources

Not applicable.

Education/Skills:

A grade 12 diploma plus a two year College Diploma in a related field is preferred including office administration, accounting, and other municipal oriented education or equivalent experience.

Knowledge:

- 5 years of relevant experience, preferably in a public sector environment.
- Thorough knowledge of administrative, customer service, public environments.
- Demonstrated organizational ability.
- Excellent oral communication skills, good written communication skills.
- Demonstrated interpersonal skills in dealing with the public, staff, councillors, outside groups and agencies.
- Intermediate proficiency in Word, Excel, Power Point, Microsoft Office
- Proficiency in mainframe computer programs and automated environments.

Physical Skills and Effort:

- Manual dexterity to operate a personal computer; frequent interruptions

Decision Making and Judgement:

The responsibilities of the position are standardized in nature and require excellent customer service, interpersonal and organizational skills to effectively deal with the multiple requirements of the position.

- Ensuring that customer service issues are resolved so that residents have a high satisfaction level with the Town.
- Typing and reviewing correspondence, reports and letters to ensure efficient and factual information is distributed.
- Determining priorities so that the work is completed leading to a satisfied customer.

Interpersonal Contacts/Internal Contacts:

- Daily contacts with the Clerk, other administrative staff as required.
- Daily contact with the Clerk to establish priorities, review issues and initiatives, planning and performance management.

External Contacts:

- Respond to inquiries from residents and community.

Working Conditions:

Environment: Working within an open office environment with limited movement from the work area.

Control Over Work Schedule Manage multiple priorities, attend training and meetings as required.

Signatures

Manager

Human Resources

Date: _____

Date: _____

Employee

Date: _____