

**HYRUM CITY
POSITION DESCRIPTION
(NON-EXEMPT)**

POSITION TITLE: Afternoon Receptionist

DATE OF REVIEW: 8/15/2021

APPROVED BY: _____

REPORTING RELATIONSHIPS:

DEPARTMENT/BRANCH: City Office

POSITION REPORTS TO:

City Administrator

POSITION PURPOSE:

Responsible for providing a variety of secretarial and clerical duties. Receive telephone calls and walk-in customers. Provide customer service, including answering questions, and taking payments.

NATURE AND SCOPE:

This position requires a medium level of secretarial skill, accounting skill, and organization to ensure the proper dissemination of information to City employees, customers, and others. Accuracy, professionalism in communication, and attention to detail are also vital to the successful execution of this position. Flexibility and a willingness to perform a wide range of tasks are also critical.

ESSENTIAL FUNCTIONS AND BASIC DUTIES:

- 1. Responsible for the effective and efficient performance of receptionist/secretarial functions.**
 - a. Answer and screen incoming calls and greet and help customers at counter; take utility payments, take and deliver accurate messages, schedule buildings, parks, and campground for use, and assist as needed.
 - b. Communicate clearly and promptly with callers and visitors.
 - c. Resolve citizens' requests and problems or refer them appropriately.
 - d. Provide customer service in accordance with established City policies and procedures.
 - e. Promote goodwill and conveys a positive image of the City.

- 2. Responsible for the accurate and efficient performance of miscellaneous accounting functions.**
 - a. Enter payments daily.
 - b. Close down computer and secure money from register, and drawer to safe nightly.

- 3. Responsible for related duties as required or assigned.**
 - a. Assist and support other city personnel as needed.
 - b. Unlock/lock building doors.

- c. Run errands and processes mail as required.
- d. Clean work area, clean and organize supply cabinets, front counter bins, and drawers.
- e. Other duties as assigned.

PERFORMANCE MEASUREMENTS:

1. Telephone calls and visitors are courteously and promptly received. Telephone calls should be answered within three rings. If helping a customer at the counter answer the telephone and place the caller on hold until finished waiting on the person at the counter. Customers should be addressed within five seconds of arriving at counter. If helping a customer on the phone smile at the person at the counter and give a signal to let them know that he/she will be helped next.
2. Inquiries and needs are promptly addressed or appropriately referred.
3. Customer service functions are professionally provided in accordance with established policies and procedures. A high professional level of customer service is maintained.
4. Documents produced are accurate, neat, and timely. Records are current and correct.
5. Assigned functions are completed in accordance with City standards and policies.
6. Good communication and coordination exist with City personnel and management. Assistance and support are provided as needed.
7. Work area is clean, well organized, and secure.

QUALIFICATIONS:

Training/Education/Certification:

- High School (student). Classes in business and/or experience as receptionist/secretary is helpful.

Required knowledge:

- Accounting and money management skills.
- Proficient in Microsoft software.

Skills/Abilities:

- Excellent interpersonal and public relation skills
- Excellent oral and written communication skills.
- Accurate and attentive to detail.
- Excellent math skills.
- Proficient typing abilities.
- Well organized.
- Able to operate related computer applications.
- Ability to perform multi tasks as required.

Signed: _____

Date _____