

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

**POSITION TITLE:** Morning Receptionist/  
Planning Commission Secretary  
**REPORTING RELATIONSHIPS:**

**DATE OF REVIEW:** 01/01/17  
**APPROVED BY:** \_\_\_\_\_  
**DEPARTMENT/BRANCH:** City Office

**POSITION REPORTS TO:**  
City Administrator

**POSITION PURPOSE:**

Responsible for providing a variety of secretarial and clerical duties. Receives telephone calls and walk-in customers. Provide customer service, including answering questions, taking payments and researching records. Acts as secretary to the Planning Commission by preparing agendas, notices and minutes.

**NATURE AND SCOPE:**

Excellent organization abilities, professionalism and attention to detail are vital to 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; take and deliver accurate messages. Schedule buildings, parks, and campground for use.
- b. Communicates clearly and promptly with callers and visitors.
- c. Resolves request, problems, or refer them appropriately.
- d. Provides customer service in accordance with established City policies and procedures.
- e. Provides various types of customer service including taking payments, copying, researching records, and assisting with inquires.
- f. Promotes goodwill and conveys a positive image of the City.

**2. Responsible for establishing and maintaining effective working relations with City personnel and management.**

- a. Send out memos for committees.
- b. Keep office forms stocked.
- c. Monitors inventory of office supplies and orders as necessary. Researches supply pricing information.

- d. Typing, as required for city personnel.
- e. Work extra hours when needed.
- f. Attends and prepares minutes for City Council and/or Board of Adjustment Meetings when needed.

**3. Assumes responsibility for the professional and efficient completion of Planning Commission Secretary duties.**

- a. Secretary to Planning Commission.
- b. Prepares notices, agendas and meeting documents and distributes as required.
- c. Attends Planning Commission Meetings and prepares accurate and timely minutes. Maintains official minute books.
- d. Assist Zoning Administrator with miscellaneous research and typing of documents.
- e. Track impact, subdivision, legal and engineering fees and prepare reports.

**4. Responsible for related duties as required or assigned.**

- a. Typing as required for city personnel.
- b. Work extra hours when needed.
- d. Assists and supports other personnel as needed.
- e. Attends meetings as required.
- f. Runs errands and processes mail as required.
- g. Checks buildings on weekends as scheduled.
- h. Clean work area.
- i. Clean and organize supply cabinets, front counter bins, and drawers as assigned.
- j. Clean computer room as assigned.
- k. Other duties as assigned.

**PERFORMANCE MEASUREMENTS:**

- 1. Telephone calls and visitors are courteously and promptly received. A high, professional level of customer service is maintained.
- 2. Documents produced are accurate, neat, and timely. Records are current and correct.
- 3. Assigned functions are completed in accordance with City standards and policies.
- 4. Payments are entered correctly with no accounting errors.
- 5. Good communication and coordination exist with City personnel and with management. Assistance and support are provided as needed. Management is appropriately informed.

**QUALIFICATIONS:**

**Training/Education/Certification:**

- High School graduate or equivalent. Experience as receptionist/secretary is helpful.

**Required knowledge:**

- Knowledge of City policies and procedures.
- Knowledge of City Code Book.
- Extensive knowledge of computer software – Excel and Word

**Experience Required/Preferred:**

- Two to three years related experiences preferred.

**Skills/Abilities:**

- Excellent interpersonal and public relation skills
- The ability to write with correct grammar and punctuation.
- Well organized.
- Accurate typing skills.
- Ability to perform multi tasks as required
- Learn Quickly.
- Gets along well with others.
- Excellent customer service skills.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_