

City of Vergas**Job Description**

POSITION TITLE:	Receptionist
DEPARTMENT:	General Government
SUPERVISION RECEIVED:	Clerk/Treasurer
SUPERVISION EXERCISED:	None
FLSA STATUS:	Part Time (24 hours a week) Non-exempt
Date of Latest Revision:	Revised March 2019

Position Summary:

The position is a combination of front desk receptionist duties, account & billing clerk, clerical support, administrative assistance, and inter-function organization. In absence of the City Clerk/Treasurer assumes his/her duties to maintain municipal business and operations.

Essential Functions of the Position

1. Administrative Assistance:
Assists with multi-department organization, forwards information to appropriate recipients and tracks paperwork and work deadlines. Prepares the Event Center rental contracts; managing the scheduling and providing tours to patrons. Prepares meeting agenda's and transcribes and distributes meeting minutes when the Clerk/Treasurer is not available.
2. Accounting/Billing:
Collects and monitors utility billing, payment of late bills, shut off notices, and establishes payment plans. Prepares and delivers the daily bank deposits.
3. Receptionist/Front Desk:
Answers phones and provides information and assistance to the public, council, and board members. Picks up the city mail and delivers to the appropriate department mailboxes. Addresses calls and walk-ins and processes response to inquiries and complaints. Represents the City of Vergas in a courteous and professional manner whether in person, phone or correspondence.
4. Computer Operator:
Performs office automations and document processing support; assisting the Clerk/Treasurer and elected officials. Updates utility and accounting programs as directed and posts daily utility payments and other receipts and associated review reports. Maintains the city web site ensuring timely and accurate communications.

5. **Miscellaneous Duties:**

Maintains the physical environment of the City Office, which includes dusting desks and other surfaces, cleaning windows, vacuuming, and removal of trash. Maintains city communications posted on the community sign, in the city newsletter, and supports the development of event marketing materials.

Performance Criteria

- Demonstrates effective communication skills and interpersonal interactions with positive rapport with the council, city employees and public.
- Skilled in performing mathematical calculations specific to job duties.
- Ability to comprehend instructions in the preparation of correspondence and reports.
- Demonstrates organizational skills and ability to prioritize and address multiple work needs and results in a timely manner.
- Working knowledge of general office equipment and computers, including spreadsheet and word processing.
- Independent in completing assigned work in a timely manner; managing time and meeting deadlines.
- Flexibility to work extra hours as needed and to open and close municipal facilities.

Minimum Qualifications

- High school diploma or equivalent
- Two years experience in general office position
- Two years of accounting or bookkeeping experience
- Knowledge of office procedures, filing systems, record keeping, and accounting procedures
- Proficiency in reading, interpreting, and communicating procedures and policies

Desirable Qualifications

- Experience in utility operations and billing
- Vocational or business school training
- Demonstrated ability in customer service and employee relations
- Experience in coordinating and financing varied municipal activities

Special Working Conditions

Work is light to moderate, requiring sitting for extended periods, and variably frequent rising, walking, standing and bending. This position is required to have hand and arm dexterity adequate to allow for extensive use of key boards, to talk and hear with enough proficiency to allow for communicating by phone or in person and to have adequate vision to accommodate frequent viewing of computer screens and printed reports. This position requires lifting and/or moving up to 10 pounds frequently, and infrequently lifting or moving up to 25 pounds. The noise level is usually low to moderate.

The work environment and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The functions, criteria, and qualifications are intended only as an illustration of various types of work performed, and are not all inclusive. The job description does not constitute an employment agreement and is subject to change as the needs of the City and the requirements of the position change.