



Receptionist

EEO Class Code: Office/Clerical

Union Status: Unclassified

FLSA Code: Non-Exempt

The Town of Pembroke Park Job Description

Department: Administration

Supervises: None

Position Reports To: Administrative Services Director/Deputy Town Clerk

Sworn: No

Job Specifications

NATURE OF WORK

Responsible for greeting and directing visitors to the Municipal Center, handling incoming calls, answering questions, collecting information and/or directing calls to appropriate departments or individuals within the Town, preparing receipts, and assisting with clerical duties. Ensures best practices are adhered to regarding Town Hall security and safety for both employees and visitors.

ILLUSTRATIVE TASKS

Tasks required of those in the position of Receptionist include but are not limited to:

- Answer multi-line telephone and direct calls to appropriate personnel and take accurate messages.
- Greet the public; provide information and assistance regarding schedules, Town events, registration, program descriptions and other general information over the phone and in person.
- Provide clerical support to other Administration departments and divisions as assigned.
- Operate office equipment such as copiers, computer, and other related equipment.
- Provide excellent internal and external customer service. Create a positive experience for customers through professional and courteous behavior.
- Monitor Town Hall, parks, and facilities surveillance system and ensure safety procedures are adhered to.
- Obtains and distributes mail or packages and keeps record of distribution.
- Respect diversity in the workplace.
- Serve as the face for all Town visitors.
- Professionally represent Town of Pembroke Park.

- All other assigned duties in the area of clerical/administrative services in the Town.
- Attends Town events, activities and emergencies as needed.

KNOWLEDGE, ABILITIES AND SKILLS

The Employee demonstrates considerable knowledge and is guided by the principles of personal and professional integrity; community engagement; equity and inclusion; staff effectiveness; and personal resiliency and development.

The Employee is expected to:

- Perform general clerical work including maintenance of appropriate records.
- Work courteously with staff and the public, on the telephone or in person, including handling difficult or irate people.
- Type or enter data at a speed and accuracy necessary for successful job performance.
- Perform fundamental calculations.
- Assume a schedule of flexible working hours, including weekends and evenings as needed for Town events.
- Work with minimal supervision.
- Maintain a neat, professional appearance.
- Operate a computer, telephone system, fax machine and other related office equipment.
- Speak clearly and concisely, in English, both verbally and in written form.

The Employee should have knowledge of:

- Office telephone etiquette.
- Modern office methods and procedures.
- Basic operation of office equipment, including computers.
- Basic arithmetic, spelling, English, and grammar.

MINIMUM REQUIREMENTS

- Experience of one (1) year of office/administrative/clerical experience.
- High School Diploma or GED equivalent. Administrative/clerical certification or certificate of completion Preferred.
- Bi-lingual required: Proficiency in speaking, reading, and writing in English, Spanish, and/or French.
- An equivalent combination of education and experience may be considered.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

The work environment characteristics described here are representative of those a teammate encounters while performing the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic)
- Work within a confined area
- Ability to work in a computer station for an extended period.
- May be requested to work overtime and weekends for special Town events, projects, and emergencies.