



Town of Medley

Receptionist

Office of the Town Clerk

(\$17.00-\$25.00 per hour)

Bargaining Unit- FPE

GENERAL SUMMARY:

The Receptionist provides quality customer service to Town Hall visitors and callers by greeting, welcoming, and directing visitors appropriately. This position provides support to the Town through the reception function including, but not limited to, telephone and reception duties, handling mail and email, assisting visitors and providing information regarding Town departments or functions, and other general information to the public, in person, by telephone, letter or email.

SUPERVISION RECEIVED AND EXERCISED

This is a full-time position. The Receptionist reports directly to the Town Clerk.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The incumbent employee shall be responsible for performing the following list of essential duties and responsibilities, which may be modified from time to time as needed:

Serves as the Town Hall receptionist and interacts professionally with the public.

Greets visitors and provides information with high quality customer service and responds to inquiries from citizens and others.

Determines the nature of business for callers/visitors and directs them to the appropriate staff member/department.

Answers phones, routes calls, and provides basic information as required.

Answers a multi-line phone and send emails.

Provides callers and visitors with information such as Town address, directions to Town Facilities, Town website, etc.

Maintains a safe and clean lobby/reception area.

Receives, stamps, and distributes incoming mail, processes outgoing mail.

Assists citizens with basic registrations and forms of Town programs.

Assists with special events, as needed.

Performs other duties as assigned by the Town Clerk or her designee.

MINIMUM EDUCATION AND QUALIFICATIONS:

- High School Diploma or equivalent preferred.
- Must possess a valid Florida Driver's License with an acceptable driving record.
- Current CPR and First Aid Training (must obtain within 3 months of hire).

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required.

- Ability to establish, maintain and promote effective working relationships with subordinates, other agencies, co-workers, and the public.

- Ability to communicate effectively, both verbally and in writing.
- Must be computer literate with knowledge of Microsoft Word, Excel, Access.
- Must be able to read, write, and speak fluently in English and Spanish.
- Work cooperatively with other agencies, Town officials, and employees.
- Understand Town policies, rules, and procedures.
- Independently respond to letters and general correspondence.
- Understand and carry out oral and written directions.
- Organize assigned work, multi-task, and develop effective work methods.

WORK AND PHYSICAL DEMANDS

The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed primarily in an office environment that requires the employee to be sensitive to change and responsive to changing goals, priorities, and needs. The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, sit, write, hear, speak and be required to exert 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. May require picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling. Specific vision abilities required by this job include close and distance vision, peripheral, and depth perception. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.