



City of Rio Communities Job Description

Position: Front Office Secretary / Receptionist

Status: Non-Exempt Class

Characteristics:

The Front office secretary / Receptionist is a single position class responsible for assisting the City Manager in the administration of clerical duties unique to the City Manager's Office. The incumbent is accountable for accomplishing goals and objectives for the office and furthering City goals and objectives within general policy guidelines.

This position will require general supervision, serve as receptionist, and provides assistance to the City Manager. Responsibilities include answering phones, filing, processing payments, scheduling appointments, preparing correspondence, receiving visitors, and directing visitors.

The successful candidate must have high energy and be willing to learn. This position may require interaction with elected officials, the general public, other staff, and volunteers.

Typical Functions:

- Knowledge of computer software such as Word, Excel, Outlook.
- Ability to communicate effectively orally and in writing with the public, employees, and elected officials. Must be able to handle situations involving conflict with tact and good judgment.
- Welcoming guests, determining the purpose of their visit, and guiding them to the appropriate person or department.
- Managing incoming calls, providing information, taking messages, and transferring calls to the correct recipient.
- Coordinating appointments for staff, clients, or customers, ensuring efficient use of time and resources.
- Managing incoming and outgoing mail, filing documents, and ensuring the reception area is tidy and welcoming.
- Performing administrative tasks such as data entry, preparing correspondence, and managing records.

- In some cases, this might involve receiving payments, issuing receipts, or managing petty cash.
- This could involve receiving deliveries, preparing packages for shipping, and tracking shipments.
- Assisting with various office tasks, such as filing, photocopying, mailing, and other office duties as needed.

Non-Disclosed Duties:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Minimum Qualifications:

- High school diploma or equivalent.
- Have two (2) years of increasingly responsible secretarial experience with varied clerical and public contact.
- Thorough knowledge of clerical duties and knowledge of office equipment, to include software applications (Word, Excel, Access, etc.
- Able to perform work functions with general or little supervision.

Supervision:

Duties are performed under the direct day-to-day supervision of the City Manager. Independence of action is stressed in general performance of duties. The Front office secretary / Receptionist is subject to the terms of the City of Rio Communities Personnel Policy.

Physical Demands:

While performing the duties of this position, the employee will be working mainly indoors. The employee may be subject to complaints that could involve disgruntled citizens or situations where bodily injury could take place. The employee is required to communicate both orally and in writing. Employee must be able to reach and manipulate objects, tools, controls, drive, type, and lift up to 20 pounds.

Pre-Employment Requirements:

Must be able to successfully pass a drug screen and background check.

Compensation Type:

Hourly position. Paid every two weeks.

Exemption Status:

Non-Exempt.

Wage:

Starting wage is negotiable depending upon qualifications, education and training in related fields. Compensation is determined yearly by budgetary process. The Front office secretary / receptionist shall receive compensation as allowed by the City of Rio Communities Classification and Pay Plan as adopted by the governing body and as amended by said body from time to time or as set in the city budget from time to time.

I have read and received a copy of this job description. I can perform the functions listed for the job and meet the minimum qualifications of the job.

Print Employee Name _____

Employee Signature _____ Date_____