



Receptionist

POSITION TITLE:	Receptionist
REPORTS TO:	Manager of Corporate Services
REVISION DATE:	September 2020
WAGE BAND:	CUPE Local 812 Wage Band 191-220
STATUS:	Permanent Full Time

Position Summary

The Receptionist provides reception and administrative support to the Finance and Corporate Services Departments and the Municipal Office by answering and directing incoming phone calls, greeting and directing visitors, and taking payments for a variety of municipal services.

Key Duties and Responsibilities

1. Performs reception duties by answering telephone calls or greeting the public in person; handles requests from the public or refers them to the appropriate person for action and/or follow-up.
2. Receives and processes payments received in person or by mail for utilities, taxes, invoices, dog tags, business licences, permits and other receivables
3. Assists the public with completing forms such as business licences and permits.
4. Maintains cash float, balances account daily and prepares deposit slips as required.
5. Opens, dates, and distributes mail to all staff; arranges and receives courier drop-offs.
6. Provides and maintains purchase order logs for the municipal office.
7. Maintains office supply inventories and contacts vendors to achieve best prices before ordering; contacts office equipment service personnel when repairs are needed and records service calls.
8. Maintains the agreement filing system and other paper files as required, and assists with the scanning of documents into the electronic document management system.
9. During tax time, prepares batches of post-dated cheques for deposit.
10. Provides back up to other positions as required including the Operations Department by taking and logging calls for service, utilities, taxation and communications.
11. Books RideCrowsnest as required.
12. Performs related duties as required.

Knowledge, Abilities and Skills

- Knowledge of the services delivered by the Municipality and the applicable policies and bylaws.
- Ability to operate a variety of office equipment and machines such as printers, scanners, debit machine, photocopiers, laminators, labellers, postage meters and multi-line telephone systems.
- Excellent communication and customer service skills are required to handle and resolve customer enquiries and complaints.
- Ability to work with minimal supervision.
- Skill in the use and application of office computers and software such as Microsoft Office (Outlook, Word, Excel), Diamond, DocuShare, Skype for Business, PDF Converter and other related programs and software.
- Familiarity with social media, updating websites and Adobe InDesign would be an asset.

Education and Experience

This position requires the following minimum qualifications:

- A high school diploma supplemented with a two year diploma in office administration, accounting or a related discipline.
- One year of related experience.

Independence and Scope of Impact

The work is mostly unsupervised and requires the incumbent to handle customer inquiries and requests either by choosing alternatives or applying a policy, bylaw or procedure to resolve. Supervision is readily available for direction, if needed.

Decisions and actions could result in significant losses of time or resources or cause some embarrassment within the department.

Contacts

Internal - Regular contacts are maintained with Department Heads and co-workers to share information regarding a variety of matters such as road closures, power outages and meetings.

External – Significant contacts are maintained with the public, involving the exchange of information, settling of requests, complaints or clarifying of information pertaining to a variety of matters such as bylaws, services and programs.

Supervision Given

Supervisory or specialist advisory responsibilities are not normally part of the job, but there may be a requirement to show others how to perform the work.

Working Conditions

The work is performed in a typical office environment. The incumbent is required to sit for several hours during the day and involves frequent use (many times a day) of computers for up to an hour each time. The nature of the work demands that the incumbent be interrupted regularly by phone calls or customers requesting service at the counter.