

Position: Secretary/Receptionist

Department: Administration

Supervision: Township Manager

General Description: The secretary/receptionist is the initial person who interfaces with the general public, either by phone or at the counter, when contact is made with the Township administrative offices. Work assignments and responsibilities are stable in nature and are carried out in routine fashion and with minimum supervision. In this capacity, the secretary/receptionist performs general office functions including, but not limited to, answering phones, typing, transcription and word processing, greeting and assisting the general public, filing and records management, and distribution of incoming mail. This work involves good judgment and manners, and the ability to function with a minimum of direct supervision. The position also requires an individual who possesses a pleasant and outgoing personality, and can effectively interact and respond to the needs of the general public. This position is 30 hour/week job with a regular working schedule of 11:00 A.M. to 5:00 P.M. Monday thru Friday.

Specific Duties:

- Greet and assist the general public and visitors when contact is made with the Township office.
- Receive telephone calls and direct callers and messages to the appropriate department/employee.
- Type routine correspondence and respond to requests for information.
- Type reports and correspondence for other departments, and assist those departments in providing administrative support services when requested.
- Receive, sort and distribute incoming mail and make sure outgoing mail is in mailbox.
- Maintain general office files and public records.
- Operate computer and other office equipment.
- Assist other office employees with typing and transcription of correspondence, minutes, etc. for various departments, boards and commission as required.
- Attend, type and transcribe proceedings of Planning Commission, Zoning Hearing Board and Recreation Board meetings when necessary.

- Maintain and keep current the Townships website and bulletin board.
- Distribute to the public various applications, forms, maps and publications as requested, and direct public to the appropriate department/employee when assistance is required.
- Assist in maintaining and updating monthly building/zoning permit information, and inputting information into computer.
- Maintain official Township resolution, ordinance and minute books.
- Perform such other duties and related work as may be required by the Township Manager.

Required Knowledge, Skills and Abilities:

- Possess strong organizational skills needed to handle multiple tasks in a fast-paced office environment.
- Knowledge and ability to operate computer and learn new software programs and applications as necessary.
- Ability to transcribe and type/work process at a reasonable speed.
- Ability to work patiently and communicate effectively with fellow employees and general public.
- Possess neat and organized work habits with attention to detail and accuracy.
- Ability to learn and accept new tasks, and see tasks through with initiative and minimal supervision.
- Exercise good judgment and discretion in dealing with sensitive/confidential issues.

Experience and Education:

Required-Graduation from high school with general academic, business or secretarial background.

Required-Proficient skill in typing, transcribing and operating computer/work processing equipment, and other standard office equipment.

Preferred-Minimum of two (2) years full-time work experience as a general secretary/receptionist in a business or office environment.