



NORTH WHITEHALL TOWNSHIP

Job Description

Job Title: Receptionist/Office Assistant **Reports To:** Township Manager

Prepared By: Randy Cope **Date:** November 10, 2022

FLSA Status: N/A

Job Description

A non-exempt full time hourly employee under the supervision of the Township Manager; responsible for performing office clerical duties to support the functions of township business. This position is responsible for receiving office visitors and phone calls and answering all questions in a professional manner or referring to the appropriate department. Receives and handles complaints effectively and tactfully. This position is also responsible for issuance of Township's yard waste facility registrations. This position also routinely assists other township employees on an as needed basis.

Duties and Responsibilities

- Receives office visitors and answers telephone calls, refers callers to proper personnel, records complaints, and responds to routine questions by providing the appropriate information.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains security by following procedures; monitoring activity at front door. Giving only authorized persons access to the Township Building.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Assists the Zoning Officer with records and permits.
- Manages departmental documents. This includes creating files, filing documents electronically and manually, and utilization of the Township's property management software.
- Responsible for issuance and record keeping for Township's yard waste facility.
- Contributes to team effort by accomplishing related results as needed.
- Assists in planning and preparation of Township sponsored events and programs.
- Employee is in regular contact with the public and when necessary, receives payment for permits, bills and taxes and forwards complaints to the Zoning Officer.

Working Relationships

Interacts with administrative and professional staff, all township callers and visitors as well as elected and appointed officials.

Working Environment

Responsibilities are handled in the township administrative office. Duties involve interaction with residents and visitors, Must be able to carry out written and verbal instructions. Activities require sitting, standing, walking, bending and stooping as well as ability to handle light lifting. Lastly, must possess computer skills, primarily in Microsoft Word, Excel, Adobe, and Outlook.

Qualifications

Employee must possess knowledge of Business English, spelling and general clerical processes. Knowledge of the format and procedures to be followed in the typing of reports, bills, Resolutions and Ordinances. Must also have considerable skill in typing. Ability to type forms, bills, reports, and to perform other general clerical tasks. Ability to establish and maintain effective working relationships with other employees.

All duties of this description are essential as defined in the Americans with Disabilities Act Regulations unless they are specifically designated otherwise.

North Whitehall Township is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Approval

Receptionist/Office Assistant

Date

Randy Cope
Township Manager

Date