



Receptionist Job Description

The Receptionist is responsible for greeting and assisting customers with their individual needs, answering incoming calls, directing calls to appropriate personnel, mail distribution, flow of correspondence, as well as, clerical and accounting work performed in the municipal utilities portion of the Finance Department. The team member occupying this position is responsible for assisting with maintenance of the city's utility billing records and accounts, cash receipting and customer service. There may be work projects that need to be produced in a timely manner and other office tasks as deemed necessary.

Reports to:

Customer Service Manager

Salary:

\$30,769- \$41,631

Exempt:

No

Essential Functions:

Duties include, but are not limited, to:

- Greet and direct customers to the appropriate destination.
- Answer all telephone calls and direct caller to the appropriate personnel; take messages and forward calls to correct extensions.
- Receives, sorts, and forwards incoming mail; coordinates pick-ups and deliveries of express mail (FedEx, UPS, etc.).
- Provide caller with information such as City departmental addresses, fax numbers, website, directions to each location, and other related information.
- Assists with maintenance of utility records for the city's sewer and water utilities; processes billings.
- Receives utility payments and other revenue payments; posts in Cash Receipting program to General Ledger.
- Performs utility account collection activities with authority to negotiate adjustments in balances owed.
- Processes open and close requests for service forms.
- Prepares monthly meter reader books and assists meter readers in obtaining accurate information; assist in the maintenance of records and files.
- Produces letters, memoranda, reports, tabulations and other materials as requested.
- Sorts and files correspondence, checks, vouchers, and other materials, numerically, alphabetically, or by other prescribed methods.

Qualification Requirements:

- Typical administrative practices and processes associated with local government offices or functions or possess ability to acquire and put such knowledge into practice.
- General computer operations, specifically familiarity of Microsoft Office software.
- Office machines, such as scanner, computer, copier and fax machine; and of office practices and procedures.
- Able to maintain a pleasant and courteous demeanor working in a fast pace environment.
- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees, and the general public.
- Communicate effectively in person, by telephone, and by e-mail with all levels of management, City officials, vendors, other employees, and the general public.
- Meet deadlines and perform multiple tasks under pressure
- Effectively respond to a stressful or high pressure environment.
- Work in a multi-task environment.
- Basic ability to read and requires the basic knowledge of grammar and spelling.
- Basic mathematical, in order to calculate fees, work hours and sufficient math to complete reports and basic bookkeeping skills.
- Able to perform multiple task efficiently and applies knowledge of procedures to fulfill essential job duties.
- Ability to organize, prioritize, and carry out office work with minimal supervision.
- Maintain a professional appearance and attire.

Education/Experience Required:

- High School diploma/GED required.
- Education requirements include an Associate's degree or equivalent in public or business administration, or related field.
- Two (2) years of experience in administrative work preferably in a Utilities department or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.
- Bilingual preferred.

Other Requirements:

- Valid Texas Class C Driver's License with satisfactory driving record, as defined by City policy.
- Proof of citizenship and/or eligibility to legally work in the United States.
- Must submit to and pass a pre-employment drug test.

Preferred Certification:

- First Aid and CPR/AED

Supervisory Responsibilities:

No

Working Conditions:

The work condition characteristics describe here are representatives of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is confined mainly to an office setting.
- May include flexible hours, including week-ends, holidays and some after-hours work or overtime work in response to emergencies.
- Stressful situations are inherent to this position.
- Work may occasionally require travel, including over-night stays, involving training and conducting City business.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit or stand for long periods answering phones, performing keyboarding, computer work, filing, copying and other administrative work.
- Must possess general manual dexterity to operate computer, office machines, perform filing or other office functions; and reach with hands or arms.
- Must be able to move about office, bend or stoop, retrieve files, lift books or other materials, use step-stools and step-ladders to store and retrieve items of various sizes, shapes and forms weighing up to 30 pounds.
- Must be able to handle stressful situations.
- Must possess mental acuity for attention to accuracy and detail.
- Must see in the normal visual range with or without correction.
- Must hear in the normal audio range with or without correction.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

This description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

This job description is subject to change at any time.

City of Manor is committed to compliance with the American Disabilities Act & Accommodations Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please contact the Human Resources Department at (512) 272-5555.

The City of Manor is an Equal Opportunity Employer

Employee Name: _____ Date: _____

HR Coordinator: _____ Date: _____