



POSITION: Part-Time Receptionist
FLSA: Non-Exempt
DIVISION: Town
REPORTS TO: Senior Services Office Manager
DATE: 12/2020

Job Summary

The Senior Services Receptionist answers the telephone, greets callers and provides basic resource information as necessary. This position also greets visitors and provides general clerical support as requested. As a member of the Front Office team of the Senior Services department, this position is responsible for responding to all requests for information and services in a professional manner.

Primary Function and Responsibilities:

1. Primarily responsible for front desk coverage, working with the front office team to ensure prompt, professional, efficient coverage of the front desk, telephones, building access, and mail per department procedures.
2. Answers and directs incoming telephone calls, records accurate written messages, or transfers to voice mail as appropriate.
3. Provides basic resource information regarding Township services and other services available throughout the community.
4. Greets visitors in a respectful, tactful and friendly manner; assures that visitors are assisted or directed to the appropriate department.
5. Promotes the rights of each older person; provides full information regarding the services available; allows older adults to voice a grievance without discrimination or reprisal, maintains confidentiality and respects client's property and right to privacy.
6. Replenishes informational displays for the department, keeping them organized in a professional manner.
7. Provides staff support to Senior Services Administration by processing purchase orders and creating reports (i.e. PAR), forms, and billing information.
8. Serves as a backup for cash handling as outlined in department procedures.
9. Prepares and distributes general mailings, faxes and e-mails.
10. Provides secretarial support to include filing and typing for front office team and Senior Services administration as needed.
11. Schedules appointments for various programs including Affordable Wills, LIHEAP, SHIP, BAA.
12. Maintains general office equipment; inventories, maintains and orders kitchen/office supplies.
13. Performs other duties as assigned.

Material and Equipment

- Miscellaneous office equipment and applications; i.e. - laptop, computer, fax, phone, adding machine, copier, database and web-based applications, Microsoft Office 365, etc.



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Minimum Qualifications:

- High School Diploma or equivalent and three (3) or more years of office experience with diversified duties including management of reception desk, switchboard skill and etiquette, and frequent public contact.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

Material and Equipment

- Miscellaneous office equipment and applications; i.e. - laptop, computer, fax, phone, copier, database and web-based applications, Microsoft Office 365, etc.

Knowledge, Skills, and Abilities

Knowledge of:

- Various office and computer equipment.
- Various word processing software and spread sheet programs.

Skill In:

- Time management.
- Verbal communication and organization.
- Interacting with the public, demonstrating tact and sensitivity to needs of the aged and disabled.
- Providing attention to detail including cash handling as well as data analysis and reporting.

Ability to:

- Maintain professional composure and assist a variety of individuals with questions, provide information and referrals.
- Work both independently and in collaboration with other team members in a fast-paced environment
- Ability to handle difficult or unexpected situations and within the workplace as well as complex business challenges.



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Physical Abilities:

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 15 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.