



City of Winder
Job Description: Receptionist
Department: Finance/Utility Billing

Rev 8/14

EEO Function:

Pay Grade: 12

EEO Category: Administrative Support

Status: Non-Exempt

Pay Type: Hourly

Position Number: 1211

I. Chain of Command/ Reports To

Customer Service Manager

II. Job Summary

Under general supervision performs a variety of specialized clerical duties, greets visitors, provides administrative support citywide, assists with collecting payments, answers phones, and provides general assistance to the public.

III. Essential Duties and Functions

- Follows and promotes Policy and Procedures of the City of Winder.
- Receives, directs and relays telephone messages.
- Greets visitors to the city; screens and handle inquiries of a general or specific nature; and takes messages for staff.
- Handles confidential files and materials.
- Opens and date stamps general correspondence.
- Receives, sorts and direct incoming department mail, prepares a wide variety of materials for individual and bulk mailing.
- Maintains postal machine supplies, ink cartridge, postage strips for larger envelopes and prepares registered mail.
- Maintains and orders adequate inventory of general office supplies.
- Distributes employee applications and accepts completed applications from candidates.
- Assists the public with obtaining factual information.
- Maintains newspaper and media archives of City activities.
- Assists utility customers with on-line and phone payments.
- Processes and accepts payments over the counter and runs daily cash receipts report to verify daily deposits amount; balances with daily deposit reconciliation receipts.
- Prepares Credit Card invoices with their receipts so that they can be scanned.
- Assists with matching bank deposits to deposit slips for various departments.
- Processes online payments.
- Serves as Notary Public.
- Performs public noticing and posting requirements.
- Performs related duties as assigned.

IV. Knowledge, Skills, and Ability:

- Knowledge of general office practices and procedures.
- Knowledge of Microsoft Word and Excel.
- Ability to perform a full range of secretarial, general clerical and routine administrative and programmatic work.
- Ability to operate a variety of office equipment (i.e. phones, fax, printers, computer, etc.).
- Ability to effectively be accountable for the proper care of receipting of payments.
- Ability to communicate orally as needed to exchange information with other employees, other professionals and the public.
- Ability to establish and maintain effective working relationships with employees, public officials, professionals and the general public as needed to answer questions and provide general information.
- Ability to Type and/or word-process at a minimum rate of 40 words per minute.
- Ability to use standard City software as intended.
- Ability to interact effectively with a variety of individuals and groups with varying educational, ethnic, and socio-economic backgrounds.
- Ability to promote a positive work environment.
- Ability to maintain confidentiality.
- Ability to present department documents.
- Ability to work routinely under highly stressful conditions.
- Ability to follow the chain of command.
- Ability to pass drug testing as noted in policy.
- Ability to maintain high ethical standards, both on and off duty.
- Skill in understanding and following oral and/or written instructions.
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

Notary Public.

VI. Qualifications

- High School diploma or GED.
- Minimum of 21 years of age.
- One (1) year of clerical experience.
- Never been convicted of a Felony.
- Must be a citizen of the United States.
- Work evenings, weekends and/or holidays as required.
- Must be able to be bonded and pass a credit check.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively in writing and verbally. The employee frequently is required to stand, walk, sit for extended periods, and use the computer keyboard and mouse. The employee is occasionally required to stoop, kneel, and crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasionally lift and/or move up to 35 pounds.

Hearing: Hear in the normal audio range with or without correction. Able to hear in-person; as well as, distinguish radio and telephone conversations, recognize differences or changes in sound patterns and loudness or pitch.

Attendance: Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines the City's ability to provide critical services to employees, the department and the public.

VIII. Working Conditions:

This position works in an office environment. While performing essential duties of the job, employees work in an environment under constant deadlines, frequent interruptions and a high degree of contact with the employees and public. This position may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be moderate to loud.

Some travel may be required to maintain training requirements.

IX. Supervisory Controls/Responsibility:

None.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.