

JOB DESCRIPTION – RECEPTIONIST

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 receptionist performs general office functions including, but not limited to, answering phones, typing, word processing, greeting and assisting the general public, maintaining the community center calendar, updating records and data entry as needed 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 a full-time 40 hour/week job with a regular working schedule, Monday – Friday 9:00 AM – 5:00 PM. This position is governed by a collective bargaining agreement.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Greet and assist the general public and visitors when contact is made with the Township office.
- Receive telephone calls and efficiently 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 properly processed.
- Maintain dog licenses, recycling bins, no solicitation lists, Township business list and others as deemed necessary.
- Maintain and update the community center calendar and distribute monthly to department heads and Township Manager.
- Operate computer and other office equipment.
- Update certain articles for the Township for publication in the Park News.
- Update manuals and standard operating procedures.
- Perform such other duties and related work as may be required by the Township Manager.

EMPLOYMENT STANDARDS & MINIMUM QUALIFICATIONS

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.
- Knowledge of Microsoft Office, particularly Word and Excel.
- Ability to work patiently and communicate effectively with fellow employees and the general public in a courteous manner.
- 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.
- Proficient skill in typing and operating computer/word processing equipment and other standard office equipment.
- Exercise good judgment and discretion in dealing with sensitive/confidential issues.
- And any other tasks that may be required.

Education

- Equivalent to completion of a high school diploma.

Experience

- Five (5) years experience in business or secretarial background.

PHYSICAL WORKING CONDITIONS AND ENVIRONMENTS

Requires the mobility and manual dexterity to work in a standard office environment, use standard office equipment; speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen; and strength and agility to lift and carry items weighing up to 30 pounds. On a continuous basis work in an office environment sitting at a desk for long periods of time; bend, squat, kneel and twist; may be exposed to dust and noise while performing office work. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

JOB DETAILS

- The work schedule is Monday through Friday, 9:00 a.m. to 5:00 p.m.
- One hour paid lunch.
- The 2026 rate of pay is \$20.54 per hour.
- This role is governed by the collective bargaining agreement.
- This position reports to the Township Manager.
- Cell phone use, texting, use of electronic media is prohibited during work hours.

South Park Township is an Equal Opportunity Employer.