

## Town of Natick Job Description

<b>Position Title:</b>	Receptionist (part-time)	<b>Grade Level:</b>	<b>1</b>
<b>Department</b>	Council on Aging	<b>FLSA Status</b>	Non-Exempt
<b>Reports to:</b>	Direct Supervisor or Department Director		

**Statement of Duties:** Under the general supervision of the Direct Supervisor and Department Director, provides reception, clerical and programmatic functions of the office.

**Supervision Required:** The employee works under the general direction of the Direct Supervisor or Department Director.

**Supervisory Responsibility:** The employee is not responsible for the supervision of any employees.

**Accountability:** Errors and omissions in work could result in poor employee morale, monetary loss, missed deadlines, and legal repercussions.

**Judgment:** Well-defined or detailed rules, instructions, and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, protocols, procedures, regulations or guidelines to apply to each case.

**Complexity:** Work consists of a variety of duties that generally follow standardized practices, procedures, regulations and guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or information involved, or sought, in a particular situation.

**Confidentiality:** Individual judgment and application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Work Environment:** The employee will be working in a municipal office setting. The position is subject to frequent interruptions. In addition, the job requires use of office machinery (computers, printers, copiers, and other similar equipment). The physical surroundings may be noisy and distracting but the working conditions are generally comfortable.

**Nature and Purpose of Contacts:** The employee will primarily work with the public, co-workers, and staff from other municipal departments. Contact with the public is extensive and requires patience, courtesy, tact and diplomacy. It also requires extensive contact and work with other departments for the daily functions of the office and of the organization.

**Occupational Risks:** In general the duties of this position do not present occupational risk to the employee.

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### **Essential Functions:**

*The Department Assistant will provide clerical, reception and programmatic support to the Council on Aging division. Primarily assigned to the front desk the Department Assistant duties will include but not be limited to greeting guests, answering and directing calls, completing registrations, scheduling appointments,*

*collecting or processing fees, data entry, providing general information, tracking statistics, preparing materials for distribution and other related tasks.*

- Answer phones in a courteous manner, answers questions, transfers calls to appropriate parties and/or records messages.
- Respond to inquiries and provides information on programs and services to interested parties and the general public.
- Register patrons for classes, schedule appointments for services, accept transportation requests, issue permits, and membership tags.
- Place reminder calls to confirm appointments.
- Operate a variety of office machines such as printers, copiers, fax machine, laminator, computer.
- Process class and program payments
- Prepare reports as directed.
- Reconcile cash drawer, run reports at end of shift.
- Observe COA policies and use sound judgment to solve problems.
- Maintain client confidentiality.

### **Recommended Minimum Qualifications:**

#### **Education and Experience:**

High school diploma or equivalent; three years of progressively responsible clerical/reception experience; proficiency with Microsoft Office Software (Word, Excel); strong work ethic; diplomatic; team and service oriented; superior verbal communication and phone skills; exceptional customer service skills; professional demeanor, appearance, and attitude; ability to

remain calm under pressure; resilient; sound judgment and problem solving ability; appropriately handle confidential and sensitive material; ability to be flexible and adapt to an ever-changing work environment.

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### **Knowledge, Abilities, and Skill**

#### Knowledge:

- Proficient in Microsoft Office including Word and Excel
- Experience working with web based data programs. Skills and knowledge to access information through the use of the internet and other sources.
- Experience operating office machines (printers, fax machine, computer)

#### Abilities:

- Ability to interact and respond effectively and tactfully with the public.
- Ability to plan and prioritize time to accomplish tasks on deadline despite frequent interruptions.
- Ability to maintain filing systems and records with a high degree of accuracy.
- Ability to work independently as well as a member of a team.
- Ability to compose correspondence with grammatical proficiency.
- Ability to interact with colleagues, municipal departments and community agencies.
- Ability to use sound judgment and pose solutions to problems.

#### Skill:

- Excellent computer, clerical skills.
- Very strong organizational and communication skills.
- Strong attention to details.
- Flexible
- Self-motivated

### **Physical and Mental Requirements**

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

#### Physical Skills:

• Physical requirements are of light office work. Job primarily consists of providing customer service tasks sitting at reception desk, working on a computer, walking/standing to help customers. There may also be occasional lifting including records, files, copy paper, light machinery and other small office equipment up to 30 pounds.

#### Motor Skills:

- Duties may involve close eye-hand coordination and physical dexterity.

#### Visual Skills:

- Ability to read, see and differentiate between colors.

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*This job description does not constitute an employment agreement between employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*