

TOWN OF NIVERVILLE

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| <i>Section</i> | Personnel | <i>Classification</i> | |
| <i>Subject</i> | Receptionist | <i>Pages</i> | 3 |
| <i>Authority</i> | Chief Administrative Officer | <i>Effective Date</i> | August 1, 2021 |
| <i>Approved (date and resolution number)</i> | | <i>Index Number</i> | |

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|------------------------|-----------------------|
| POSITION TITLE: | Receptionist |
| REPORTS TO: | Office Manager |

POSITION SUMMARY

Performs a broad range of office administrative duties and serves as one of the primary points of communication with the residents of Niverville.

PRIMARY ACCOUNTABILITIES

Office Administration – Duties include customer service, general receipting services, ordering office supplies, tax certificates and searches, errands, daily tidying of the Council boardroom, lunchroom and reception area, managing operations on call voice mail, phone administration, upkeep of reception manual and other duties as assigned.

PRIMARY ACCOUNTABILITIES

1. Responsible to answer, resolve or redirect incoming telephone calls or direct personal contacts with the Town.
2. Responsible for preparation of Tax Certificates and Tax Searches.
3. Responsible for processing and receipting Town general permits and licenses including but not limited to Business Licenses, Animal Licenses, Recreation facility rentals and registrations, utility payments, etc.
4. Responsible for general database management for pet licenses, etc.

5. Responsible for general word processing as requested, ordering of supplies, daily tidying of the Council boardroom, lunchroom and reception area, errands, phone administration, upkeep of Reception Manual, on call voice mail administration and arranging appointments and meetings for Council and staff to attend functions outside of the community.
6. Serves as a secondary role (upon request) in responding to requests for information and assistance by monitoring Town's social media and feedback email correspondence when the Administration Clerk is absent for the day.
7. Serves as a backup role for entering electronic payments and general file management (electronic & manual).
8. Other duties related to the Town's Emergency Response as assigned.
9. Other duties as requested by either the Office Manager or CAO.

PRIMARY QUALIFICATIONS:

1. Positive outgoing personality with experience helping and addressing members of community within the Town guidelines;
2. Self-motivated individual and team player who is able to act both independently and with others to implement policies/directives of CAO/Assistant CAO;
3. Ability to interpret and make decisions in accordance with laws, regulations and established policies;
4. Ability to type at a speed of 55 words per minute (net) from clear printed copy;
5. Proven organizational skills with an aptitude for detailed output and accompanied with a strong deadline orientation, ability to prioritize workload; and
6. Experience in handling inquiries in a comprehensive and confidential manner.
7. Valid Manitoba Class 5 Driver's License.

TECHNICAL COMPETENCIES

- ✓ Ability to enter data with a high level of efficiency and accuracy
- ✓ Practical knowledge and experience in computer systems for business applications.
- ✓ Aptitude for focusing attention to detail is a requirement.
- ✓ Previous Office experience desired.
- ✓ A positive proactive attitude.
- ✓ Experience in dealing with the Public is considered an asset.
- ✓ Experience with Planning and Development is considered an asset.
- ✓ Minimum of High School diploma or equivalent.

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available.

BEHAVIOURAL COMPETENCIES

- ✓ Interpersonal Skills.... Relates well with all kinds of people, inside and outside the organization.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to Evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Conflict Resolution.... Pursues a variety of approaches to manage and resolve ` concerns, disagreement, and conflict.
- ✓ Time Management Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.
- ✓ Attention to Detail.... Ensures information, task or assignment is completed thoroughly and accurately.

GENERAL:

Employee is expected to work 40 hours per week.

PROBATION PERIOD

The employee shall have a 3-month probation period, if a new hire.

PLACE OF WORK

Work location: Administration Office