



Dover Township Job Description

Job Title:	Receptionist	FLSA:	Non-Exempt
Department:	Administration	Effective Date:	7-22-2019
Job Grade:	Non-Bargaining	Revision Dates:	11/2021
Reports To:	Office Administrator		

Primary Function

Under direction of the Office Administrator, this position has direct interaction with the public requiring a courteous and pleasant personality in person and upon the telephone.

Principle Duties & Responsibilities

1. Greet all visitors as they enter the Township Office and direct them appropriately.
2. Initiate the proper registration and badge procedures for visitors meeting with Township personnel.
3. Answer all incoming telephone calls and transfer to the appropriate Township personnel or voicemail if that staff person is unavailable.
4. Handle complaints using the designated form and distribute copies to the appropriate supervisory personnel.
5. Receive and distribute daily mail to the appropriate internal mailboxes.
6. Backup for Planning Assistant with handling inspection requests completing the proper form and report to the pertinent in-house inspector or the designated inspection agencies on a daily basis.
7. Receive and process payments for general Township business transactions.
8. Perform daily cash and check deposits.
9. Inventory and purchase office supplies, review requests, monitor usage, prepare special orders with name imprints, compare pricing and order office furniture, distribute and organize supplies.
10. Provide clerical support to the public works departments where additional support is needed. Areas would include: drafting letters, MS4 administrative documentation, highway occupancy permits preparation, bid preparation and processing, organizing and maintaining files, etc.
11. Help with shredding for utilities department.
12. Receive and process burn permits with the approval of the Township Fire Marshal.
13. Maintain in-house wellness bulletin boards on a monthly basis.
14. Report and track distribution of MS4 Stormwater pamphlets by Excel spreadsheet on a monthly basis.
15. Post front lobby doors with Township Office closures, such as holidays, trainings, meetings or other unforeseen events.
16. Perform filing duties into the address files on a regular basis.
17. Maintain radio contact with public works personnel.
18. Keep the front lobby area clean and presentable.
19. Provide backup support for the Utility Billing and Collection by accepting payments during busy periods and opening mail-in payments, even sharing with simple billing tasks to execute the bill mailing process.
20. Provide backup support to the Administrative Clerk during absences and vacations.
21. Crosstrain with Utility Billing and Collection for the front area to run smoothly during absences and vacations.

Position Qualifications

Knowledge, Skills and Abilities

- Ability to demonstrate courteous and friendliness to all customers entering the office.
- Ability to deal with difficult people in a calm manner.
- Ability to work with US currency and give correct change.
- Proficient knowledge of multi-line telephone system.
- Knowledge of standard office practices and procedures including answering phones, organizational skills, and the operation of various office equipment.
- Proficient knowledge, understanding and use of computer programs, preferably Microsoft (or similar) suite of tools (Word, and Excel, Outlook, etc.).
- Basic knowledge of Township programs, services and operations.
- Basic knowledge of department policies and procedures.
- Ability to read, write, speak and comprehend English is required.
- Efficient communication of language skills, both verbally and in writing.
- Knowledge of proper English usage, spelling, grammar, and punctuation.
- Ability to work as part of a team and to collaborate successfully with others is required.
- Ability to prioritize workload and meet time restraints.



Dover Township Job Description

- Ability to adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Ability to exhibit customer-centered behaviors and to focus on customer needs is required.
- Ability to commit to excellence in service and to continuous improvement is required.
- Proven organizational skills in filing and recordkeeping.

Education, Training and Experience

- Graduation from High School or completion of a GED is required.
- Office work experience is a requirement.
- Customer service experience is beneficial.
- Follow Matrix for handling departmental issues.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.
- Must be capable of being bonded.

Functional Qualifications

X	Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
X	Balancing	Maintaining body equilibrium to prevent falling when walking, standing or crouching.
X	Carrying	The physical act of manually transporting objects from one to another.
X	Crouching	Bending the body downward and forward by bending leg and spine.
X	Driving	The physical act of operating a motor vehicle.
X	Feeling	Perceiving attributes of objects, such as size, shape, temperature or texture by touching skin, particularly that of fingertips
X	Finger Dexterity	Picking, pinching, typing, or otherwise working, primarily with fingers.
X	Grasping	Applying pressure to an object with the fingers and palm.
X	Hearing	Ability to receive detailed information through oral communication.
X	Kneeling	Bending legs at knee to come to a rest on knee or knees.
X	Lifting	Raising objects of 20 lbs. from a lower to a higher position or moving objects horizontally from position to position.
X	Pulling	Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
X	Pushing	Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
X	Reaching	Extending hand(s) and arm(s) in any direction.
X	Repetitive Motions	Frequent, sustained movement patterns of the upper extremities (fingers, hands, wrists, elbows, shoulders).
X	Seeing	The ability to perceive the nature of objects by the eye. Seeing is important for hazardous positions in which defective seeing would result in injury and positions in which special and minute accuracy, inspecting and sorting exist. Other important factors of seeing are acuity (near and far), depth perception (three-dimensional vision), accommodation (adjustment of lens of eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to identify and distinguish colors).
X	Standing	Particularly for sustained periods of time.
X	Static Position	Maintaining the same body position for a period of time in order to complete a task.
X	Stooping	Bending body downward and forward by bending spine at the waist.
X	Talking	Expressing or exchanging ideas by means of spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly or quickly.
X	Walking	Moving about on foot to accomplish tasks, particularly for long distances

Environmental Conditions

- Indoors, within an office area.
- Frequent interruptions may occur.



Dover Township Job Description

Comments

- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

Disclaimer

- The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

Employee's Signature

Date

(The employee's signature denotes that the employee was given this job description on the date indicated.)

Supervisor's Signature

Date