

Job Description

Receptionist

Job Title:	Receptionist
Job Type:	Full-time, Salaried (up to 35 hours/week)
Reports To:	Administration Coordinator & Chief Administrative Officer

Job Purpose

The Receptionist is the first point of contact with visitors and the general public and provides reception, financial and administrative support to all staff under the direction of the Chief Administrative Officer.

Duties and Responsibilities

Following are the primary job duties and responsibilities of the Receptionist. The following statements are intended to describe the nature and level of work being performed but may not be an exhaustive list of all the duties and responsibilities required for the position. Other duties and responsibilities may be assigned by the Administration Coordinator or Chief Administrative Officer.

- 1. Performs the day-to-day reception duties for District of Carleton North.**
 - Welcomes and directs visitors arriving at the reception area;
 - Answers all incoming telephone calls and directs them appropriately, takes messages, checks voicemail and sets public voicemail messages;
 - Checks general municipal email account and responds or forwards to appropriate staff as required;
 - Responds to public inquiries, addresses straightforward issues or concerns, and directs other inquiries to appropriate staff as required (e.g. Recreation, Building & Facilities, or Public Works etc.);
 - Picks up, opens and distributes incoming postal mail, and collects and prepares outgoing mail for postal or courier service;
 - Monitoring staff movements (who is in and out, on vacation, in meetings etc.);
 - Receives and accurately logs complaints and concerns and deals with them or directs them to the appropriate staff member;
 - Monitors visitors' access to offices.
 - Provides assistance with the faxing and photocopying of documents and distributes copies as requested;
 - Schedules appointment, deliveries and bookings and keeps a log of each;
 - Organizes council chamber, Community Hall, and Riverside Park bookings;
 - Acts as cashier accepts municipal payments from residents and issuing receipts;
 - Performs routine errands as required (bank, post office, etc.);
 - Tidies and maintains reception area, kitchen, Council Chambers, and storage rooms.

- 2. Performs general administrative and clerical support.**
 - Assist with administrative overflow & special projects from other departments;
 - Provides assistance with the faxing and photocopying of documents and distributes copies as requested;
 - Coordinates meeting/events and organizes catering;
 - Maintains directories of Town businesses, organizations, churches, etc.;
 - Completes maintenance and updates to the Town website;
 - Completes social media accounts maintenance and updates;

- Completes municipal bulletin board updates.

3. Performs other administrative and technical duties related to financial and office administration.

- Acts as cashier and maintains petty cash and Town safe access;
- Accepts municipal payments from residents and is responsible for securing the cash box;
- Records utility receipts;
- Under the direction of the Treasurer, prepares and distributes a mail-out of utility bills and arrears notices when required;
- Manages cemetery plot sales & maintain contracts;
- Performs routine errands as required (bank, post office, Service New Brunswick, etc.);
- Tidies and maintains reception area, kitchen, Council Chambers and storage rooms;
- Maintains inventory of office supplies including supplies and materials related to regulations and programs in consultation with the Administration Coordinator, recommends the purchase of required items;
- Reviews office equipment and coordinates any maintenance or purchases;
- Maintains municipal key inventory and storage;
- Takes the lead on the staff Social Committee and organizing events (Pizza Parties, BBQ's, student recognition, Christmas party, etc.);
- Develops a quarterly staff bulletin in consultation with the Administration Coordinator;
- Assists in the execution of community events when required, as requested by the Chief Administrative Officer.

4. Assists with records management.

- Maintains effective record management and retrieval systems in accordance with legislative requirements and municipal needs;
- Works collaboratively with the administrative team to ensure consistent practices and accurate record-keeping;
- Ensures proper filing and recording procedures (coding) for the immediate and long-term retention of the municipality's financial and daily documentation;
- Acts as custodian of historical records and sets schedules for archiving to the *Provincial Archives of New Brunswick* and destroying such records in accordance with the *Municipal Retention Authority* system;
- Keeps correspondence file current and distributes copies to appropriate staff, then files material accordingly.

5. Assists with development planning administration functions.

- Refers all zoning, building and subdivision applications to the district's Land Use Planning service provider for their approval;
- Refers all development and building permit applications to the district's Land Use Planning service provider for their approval;
- Refers all property owners to the district's Land Use Planning service provider to assist with preparation of the paperwork for various amendments, variances, and certificates;
- Develops and maintains vacant land catalogue;

6. Assists with the RTIPPA (Right to Information and Protection of Privacy Act) function for the municipality.

- Coordinates responses to requests made under RTIPPA;
- Responsible for researching issues and developing written proposals, policies, reports, and strategic plans;
- Liaise with and develop responses to requests from the public, organizations, school districts, other jurisdictions, and stakeholders.

7. Assists with the Information Technology needs of staff

- Coordinates set up of computers, laptops, email accounts, software, and hardware needs of staff;
- Keeps an inventory of equipment;

- Renew domain names and website platform subscriptions.

8. Performs other administrative and technical duties related to office administration.

- Prepares correspondence, articles for publication, newsletters, and other public communications;
- Responsible for the development and maintenance of the district's website;
- Responsible for posting administrative matters on the district's social media pages.

Qualifications

The minimum qualifications required to successfully perform the job are as follows:

- High School graduation supplemented by post-secondary education in a relevant discipline;
- Valid New Brunswick driver's license;
- Experience in an automated work environment and proficiency in using computers, email, Internet, fax, and photocopier machines is required. Demonstrated proficiency in using Microsoft Office programs, PowerPoint, SharePoint;
- An equivalent combination of education and experience may be considered.

The following job certifications are considered an asset:

- 2-3 years of experience in administration or customer service ;
- High School Diploma;
- Standard First Aid and CPR Certificate

Knowledge, Skills, and Abilities

The following knowledge, skills and abilities are required:

1. Communications Skills
 - Effective communication skills, including the ability to listen actively, respond verbally in a manner that is clear and respectful, and prepare written communications that are clear and concise.
2. Client Service Orientation
 - The ability to consistently communicate in a friendly and helpful manner and respond appropriately to client inquiries, requests and complaints.
3. Interpersonal Skills
 - Teamwork and relationship-building skills including the ability to establish and maintain effective working relationships with peers, subordinates, Council members, residents, government officials, auditors, contractors/suppliers, business representatives and other stakeholders.
4. Research and Analytical Skills
 - Analytical and problem-solving skills, including the ability to research, analyze and evaluate alternatives and develop recommendations related to a range of administrative matters;
 - Ability to accurately define and effectively address problems as they arise.
5. Organizational Skills
 - Flexibility, including the ability to adapt to work effectively within a variety of situations and with various individuals or groups;
 - Planning and organizational skills, including the ability to develop and implement administrative goals, objectives, practices and procedures;
 - Ability to set realistic goals and develop plans to achieve them;

- Time and stress management skills, including the ability to prioritize work, manage multiple demands, meet tight deadlines, remain calm during crises, respond constructively and support others in challenging situations.

6. Manual Skills

- Skill in using office equipment, computers and software, including proficiency in Microsoft Office, Publisher, PowerPoint, SharePoint, social media platforms, and website maintenance tools;
- Skill in designing and maintaining the district’s website.

7. Other Skills

- Knowledge of office procedures;
- Attention to detail and ability to maintain a high level of accuracy in preparing and entering information;
- High degree of discretion and an ability to maintain confidentiality.

Working Conditions

The Receptionist may spend long hours sitting and using office equipment and computers, which may cause eye and muscle strain. Stress may be experienced by encounters with rude, angry or displeased residents. Record management tasks require concentration, attention to detail and high levels of accuracy. There are times the incumbent may face stress due to the need to manage multiple requests and demands and complete tasks within tight deadlines. Assistance to other staff may be requested, sometimes, and may be faced with frequent interruptions and the constant need to shift priorities. Participation in community events may be periodically required on evenings, weekends, and statutory holidays.

Hours of Work

The incumbent is required to work Monday through Friday. Schedules are determined by the needs of the district which may include occasional weekends and/or statutory holidays if deemed necessary by the CAO.

Certification and Approval

Employee and Supervisor Certification

<p>I certify that I have read and accepted the duties and responsibilities assigned to this position.</p> <p>_____</p> <p>Signature (Employee)</p> <p>_____</p> <p>Printed name</p> <p>_____</p> <p>Date</p>	<p>I certify that this job description is an accurate description of the duties and responsibilities assigned to this position.</p> <p>_____</p> <p>Signature (Supervisor)</p> <p>_____</p> <p>Printed name</p> <p>_____</p> <p>Date</p>
--	--

Approved by Chief Administrative Officer :	
Printed Name:	
Date:	

