

**CITY OF UNION GAP
POSITION DESCRIPTION
CLERK/RECEPTIONIST**

Title: Clerk/Receptionist
Department: Finance and Administration
Revision Date: January 4, 2022
FLSA: Non-exempt
Union: Teamsters

GENERAL PURPOSE:

Performs a variety of routine and complex clerical, secretarial, customer service, and administrative work in the Finance and Administration Department and supporting the work of other city departments as needed.

SUPERVISION RECEIVED:

Works under the supervision of the Finance and Administration Director.

SUPERVISION EXERCISED:

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Primary front counter staff. Answers in-coming calls and routes callers or provides information as required. Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, and related office activities for the Department of Finance and Administration and for other city departments as needed. Receives, stamps and distributes incoming mail, processes outgoing mail. Responds to public, staff, or other requests for assistance and general information.

Provides general information and application forms for a variety of permits, business licenses, park rentals, utility services, and other city activities. Provides guidance in filling out forms, helping applicants understand the process and the necessary information and attachments required to submit an accurate and complete form. Establishes and maintains customer rapport and quickly and successfully resolves customer complaints. Communicates proficiently in English and Spanish.

Establishes and maintains City filing systems. Controls records and prepares, maintains and stores records, files and logs. Maintains records and documents of customer service issues and resolutions. Composes, types and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Schedules appointments, and performs other administrative and clerical duties. Receives payments for fees, balances funds and prepares financial activity reports.

Processes utility and park receipts and refunds, claims and vouchers for payment, and verification of account codes. Provides excellent customer assistance, cashiering and accurately counting change back to customers. Prepares periodic utility, financial, statistical or operational reports as assigned.

Provides clerical support to other staff as required. Maintains inventories and orders office supplies and materials. Operates a vehicle to run errands such as bank deposits and mail delivery. Operates office machines as required. Provides backup to other positions.

Other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS:

1. Education and Experience:
 - A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, computers; and
 - B) Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

2. Necessary Knowledge, Skills and Abilities:
 - A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
 - B) Skill in operation of listed tools and equipment.
 - C) Ability to perform duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing in English and in Spanish; ability to handle stressful situations. Ability to perform arithmetic computations accurately and quickly.
 - D) Valid Driver's License or ability to obtain one.
 - E) Bondable
 - F) Bi-lingual English and Spanish preferred.

TOOLS AND EQUIPMENT USED:

Personal computer including word processing software; copy machine; postage machine; fax machine; base radio; multi-line phone; 10-key calculator.

PHYSICAL DEMANDS:

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 essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee

encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level of the work environment is usually moderate.

Attends some evening meetings.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview, and reference check. Job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or related or performed for departments of the city besides the Finance and Administration Department. The job description does not constitute an employment agreement between the employer and employee and is subject change by the employer as the needs of the employer and requirements of the job change.