

City of Independence, MN

POSITION DESCRIPTION

Receptionist

DEPARTMENT: City Hall
WORK STATUS: Full-time
WORK HOURS: 20-36 hours
FLSA CLASSIFICATION: Non-Exempt
LOCATION: City Hall
REPORTS TO: Administrative Services Director
HOURLY: \$22.50 - \$26.59
SUPERVISES: None

ORGANIZATIONAL RELATIONSHIPS:

Coordinates work with: Other City staff

Works Closely with: Office Staff

Communicates with:

- **Internally** – All city employees
- **Externally** - municipal public works, maintenance, and WHPS; relevant county/state/federal staff; other consultants and contractors, developers/contractors; vendors/suppliers; local business and community organizations; and city residents and utility customers.

Supervises: No direct supervision of employees

DELEGATION OF AUTHORITY:

Under the Administrative Services Director's direct and indirect supervision, this position is a customer service position that assists city residents, contractors, and vendors with their questions and concerns. If daily workload is assigned, the employee independently performs work to complete tasks according to designated standards, reporting any noteworthy items to Supervisor. Communicates specific information to City contractors, consultants, and developers as directed by Supervisor.

DEFINITION:

This position is responsible for providing administrative and clerical assistance for the residents, contractors, vendors, etc. looking for information from the city. This position supports the office staff by keeping accurate records of any transactions, correspondence, permits processing and licensing documents.

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. The Essential functions listed below are intended as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them if the work is similar, related or a logical assignment to the position.

ESSENTIAL FUNCTIONS OF THE JOB:

Daily Operations:

- Performs general administrative/clerical duties as required including preparing mailings and typing correspondences, reports, and citizen letters. Drafts responses to letters for department members as needed.
- Maintain various department records, computer files, etc. in an orderly, accurate manner including proper record retention.
- Assist with Rental Licensing by accepting and processing rental applications and materials, record keeping, rental license renewals, preparation of letters, phone calls, etc.
- Serves as a backup for Building Permit Technician.
- Assists other city departments as needed with general office tasks as needed.
- Answers phones/emails and responds to requests in a timely manner.
- Create a favorable image of the city with the public, elected officials and other organizations.
- Ability to work independently, with limited supervision and prioritize daily workload.
- Willingness to learn new skills, programs, and adapt to the changing needs of the community and office.

Administrative Tasks:

- Answers calls and assists with requests.
- Assist with preparation of room rentals.
- Assist residents with payments of permits, utility bills, fees.
- This position will actively assist and work as a team with other office staff to prepare and lead elections for city residents.

Other Duties and Responsibilities:

- Working the required overtime hours necessary for elections
- Assist with our annual Spring Clean Up Day

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent
- Two years of specific experience in administrative/clerical experience performing a variety of duties such as answering phones, preparing correspondence, scheduling inspections and filing.
- Basic understanding of Microsoft Excel, Word and Sharepoint

PREFERRED QUALIFICATIONS:

- 3-5 years experience in administrative/clerical experience performing a variety of duties such as answer phones, preparing correspondence, scheduling inspections, filing, etc.
- Previous employment working for a municipality.

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

ACKNOWLEDGEMENT:

I have reviewed a copy of the Public Works Lead job description and understand it covers the City's expectations for my work. I also understand this document replaces any previous job

description(s) and acknowledge management's exclusive right to make any changes to it. I agree this job description is a complete and accurate representation of the work I perform.

Employee Signature

Printed Name

Date

NON-DISCRIMINATION STATEMENT:

The City of Independence seeks to administer its employment practices in a manner that promotes fairness and is free of illegal discrimination. No individual, within the context of their employment or application for employment with the City, shall be discriminated against or subjected to harassment on the basis of race, color, religion, national origin, sex, age, disability, marital status, sexual orientation, veteran status, public assistance status, or membership on a local commission. And, no individual who is protected by applicable Federal and State laws, rules, or regulations against discrimination shall otherwise be subjected to illegal discrimination.

<<<For more information, please contact the City Administrator>>>

REASONABLE ACCOMMODATION STATEMENT:

The City of Independence is committed to promoting equal opportunity for all of its employees and applicants for employment. The City affirmatively acknowledges its obligation to comply with the Americans with Disabilities Act (ADA) and the Minnesota Human Rights Act (MHRA). Every reasonable effort will be made to provide an accessible work place and offer other accommodations to qualified individuals. Reasonable accommodation will be explored and determined on a case-by-case basis, generally after the individual concerned initiates a dialogue with the City's authorized representative.

<<<For more information, please contact the City Administrator>>>

EMPLOYMENT-AT-WILL & RIGHT-TO-REVISE DISCLAIMERS:

This job description is provided to you as the primary source of information and immediate reference for the City's expectations regarding your position. This document is subject to unilateral change by the City at any time, without prior notification. It is not a contract and does not alter the employment-at-will relationship the City maintains between its employees and itself. Employment-at-will means an employee may resign from his/her position at any time, with or without cause. The City has similar rights to terminate the employment relationship. This document replaces any existing job description(s).

<<<For more information, please contact the City Administrator>>>

CHANGE HISTORY

ADOPTED: _____ (Date)

REVISED:

| | | | |
|--|---------------------|---------------|--------|
| | NEXT REVIEW: | (Date) (Date) | (Date) |
| | | (Date) | (Date) |