

Drexel Heights Fire District

Job Description

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| Job Title: | Receptionist | Position Code: | 240 |
| Department: | Business Services | Step Range: | 6 - 20 |
| FLSA: | Not Exempt | Date: | October 1, 2023 |

General Description

Under the supervision of the Director of Finance & Administrative Services or the indirect supervision of other Department Heads, the Receptionist performs routine clerical, administrative or support work of varying difficulty including answering telephones, receiving the public, providing customer assistance, cashiering, data entry, data processing, data interpretation, report development, general records management and bookkeeping. Attends meetings for the purpose of taking minutes and preparing reports as necessary.

Supervision Received:

Works under the direct supervision of the Director of Finance & Administrative Services or indirectly for other Department Heads.

Supervision Exercised:

None

Essential Duties and Responsibilities

1. Answer telephones, take messages or transfer calls. Including the providing of information upon request.
2. Assist District residents or other customers in completing forms required for service desired and explains District procedures upon request.
3. Develop and maintain general filing system and records management system.
4. Receive the public and answer questions, respond to inquiries from employees, citizens and others and refer when necessary to appropriate persons.
5. Serve as the cashier including receipting of fees and other payments and posting of monies to appropriate accounts.
6. Operate listed office machines as required.
7. Receive and distribute incoming mail, processes outgoing mail.
8. Compose, type and edit correspondence, reports, memoranda, letters, etc., for administrative staff and governing Board Members as necessary. Requires judgment as to content, accuracy and completeness.
9. Receive, type or otherwise handle confidential materials relating to personnel and department operations under the direction of the Director of Finance & Administrative Services, or other assigned supervisor.
10. Act as a custodian of District documents and records.

The above listed examples of work are not intended to be all-inclusive. The District reserves the right to assign additional duties and responsibilities it deems necessary or desirable, as well as take away any duty and responsibility at its discretion.

Knowledge, Skills and Abilities

1. Ability to think logically and quickly.
2. Ability to listen and apply information and instructions.
3. Ability to read and comprehend technically written materials and manuals.
4. Ability to work with elected officials.
5. Good judgment and use of discretion.
6. Ability to make decisions consistent with District Policies and Guidelines.
7. Ability to write legibly, speak distinctly and have good hearing.
8. Requires confidentiality and ability to remain calm under stress.
9. Working knowledge of spreadsheet, database and word processing software used by the District.
10. Skills in the use of the computer applications used by the District that applies to this position.
11. Ability to deliver excellent customer service
12. Ability to work independently and effectively
13. Ability to handle situations firmly, courteously, tactfully and impartially.

Minimum Education, Training and Experience Requirements

1. High School Diploma or GED.
2. Two years office related experience.

Preferred Education, Training Experience and Abilities

1. Associates Degree in Public Administration, Business Administration, Human Relations Administration or related field.
2. Ability to communicate in both English and Spanish.
3. Fire District experience.

Machines, Tools, Equipment and Work Aides Used

Telephones (including the use of ear pieces), radios, computer, typewriter, calculator, motor vehicle, copier, fax machine and other typical office equipment.

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 for extended periods; talk and/or hear; stand; walk; use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms.

Specific vision required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception, 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.

Work is performed primarily in an office like setting, during the day and could occasionally be required to work weekends or evenings. Work is occasionally performed in emergency and stressful situations. Individual is exposed to hearing alarms. There is significant office related work conducted by this position.

The noise level in the work environment is usually quiet in office settings.

Selection Guidelines

Formal application; review of education and experience; appropriate testing and interviews; oral interview; background check; drug screen; final selection and completion of a pre-employment medical exam. The Fire Chief makes appointment.

Miscellaneous

The above description is intended to describe the duties of an employee in general terms and does not necessarily describe all of his/her duties or functions.

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

Approval: /s/ Douglas Chappell Effective Date: October 1, 2023