

JOB DESCRIPTION

I. <u>Name of Position:</u> Administrative Receptionist

II. Organization Unit: Administrative Division

- **III.** <u>General Summary:</u> The Receptionist is the first point of contact with patrons entering the Administrative Office. This individual is responsible for various clerical, financial, and administrative duties and other assignments as delegated by the Director.
- IV. <u>Qualifications:</u> High school diploma; 2 or 4-year college degree (preferred); proficient in Word, Excel, PowerPoint, Outlook; must be familiar with OneDrive; must have excellent written/oral skills; ability to be positive with public. WCPRD is an equal opportunity employer.
- V. <u>Special Work Conditions</u>: May be required to work some extended hours during inclement weather events or special projects.
- VI. <u>Position Wage:</u> This is a full-time position. The wage will be negotiated at the time of hire. Medical, dental, and vision insurance plans are available to all full-time employees after a sixty (60) day probationary period (employee is responsible for paying a percentage of this cost).

VII. Employee Classification : Non- Exempt

VIII. Essential Job Functions:

- 1. Answer phone and disseminate/transfer calls and front desk reception, as well as taking messages, if needed.
- 2. Be polite, professional, respectful, friendly, and helpful to all patrons either on the phone or coming to the front door.
- 3. Greet all patrons entering the administrative office and assist with any questions they may have.
- 4. Answer basic questions on what facilities are offered at all WCPRD locations (general knowledge needed).
- 5. Direct patrons to the County/WCPRD website and to community side of reservation scheduling system for limited viewing of the calendar and limited online reservations.
- 6. Complete all assigned training(s).
- 7. Able to multi-task.
- 8. Have a working knowledge of computer, including Word and Excel.
- 9. Operate office radio (as part of agency communication system).
- 10. Have knowledge of and serve on department social media team.
- 11. Assist with package deliveries and distribution.
- 12. Assist administrative staff with various tasks as needed.
- 13. Maintain a detailed inventory for all open areas of administration building (lobby, supply room, hallway, and kitchen).
- 14. Have a knowledge of all the league contact information and websites to direct patrons regarding all league-related questions.
- 15. Operate facility reservation scheduling software and process facility reservations for ball fields and shelters (including processing credit card payments).
- 16. General custodial maintenance of administrative office building (lobby, restrooms, hallway, conference room) on daily and weekly basis including cleaning surfaces, ensuring ample stock of restroom and cleaning supplies, cleaning front entry doors, toilets, emptying trash, and vacuuming/mopping floors.
- 17. Operate (arm/disarm) office security alarm system for entry and exiting at end of day, ensuring all doors are locked/secured.
- 18. Understand and agree to comply with WCPRD Employee Handbook, Warren County Personnel Policy, and all other WCPRD rules and regulations.
- 19. Complete any other duties as assigned by the Director of WCPRD.
- 20. Perform all duties in a polite, professional, and respectful manner always with both patrons and fellow employees.
- IX. <u>Verification of Understanding Position</u>: By signing this job description, I agree to perform the tasks outlined within and fully understand that I may be assigned other work-related duties and responsibilities as directed by the Director or Assistant Director of WCPRD.

 WCPRD Employee Signature
 Date

 Witness Signature
 Date

 Director WCPRD Signature
 Date

WCPRD Updated 3/01//2024