

Town of Guilford
PARKS & RECREATION RECEPTIONIST

EXEMPT: NO **SALARY LEVEL:** N1
DEPARTMENT: PARKS AND RECREATION
REPORTS TO: PARKS AND RECREATION DIRECTOR
LOCATION: 32 CHURCH STREET
HOURS: 14-18 Hours per Week
PREPARED BY: Mitchell R. Goldblatt **Initials** MG **DATE:** August 12, 2011
APPROVED BY: Joseph S. Mazza **Initials** JM **DATE:** August 12, 2011

POSITION SUMMARY:

Serves as Community Center receptionist, handles public contact and inquiries, distributes information on programs and meetings, assists with clerical duties, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets people at the front counter.
- Answers questions about recreation and senior programs.
- Directs individuals to rooms for meetings and programs.
- Collects program registration forms and enters data on computer.
- Answers telephones and gives information to callers or routes calls appropriately.
- Types press releases and letters utilizing Microsoft Word.
- Prints program rosters using the copying machine.
- Assists other office staff in filing and office tasks.
- Assigns proper account numbers to invoices.
- Works cooperatively and constructively in resolving issues or problems.
- Complies with all proper safety procedures and regulations.
- Treats other employees, and any others with whom there is contact, with courtesy, respect and professionalism.
- Performs other duties as may be assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of office procedures and department policies.
- Skills in interpersonal relations.
- Skills in utilizing a computer.
- Skills and accuracy in typing (40+wpm).
- Skills in the operation of standard office equipment.
- Skills in operation of personal system based computers.
- Ability to perform Word, Excel, and RecTrac programs.
- Ability to make computations and tabulations with speed and accuracy.
- Ability to follow oral and written instructions.
- Ability to learn assigned clerical tasks readily and to adhere to prescribed routines.
- Ability to compose letters and memoranda.
- Ability to prioritize and handle multiple tasks in a changing work environment.
- Ability to deal and cope with the public in a sometimes high pressure environment.
- Ability to perform duties in accordance with all Town requirements and policies.
- Ability to read, analyze and interpret general business periodicals, professional journal, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from employees and the general public.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers common fractions and decimals.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

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- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to perform duties in accordance with all Town requirements and policies.
- Ability to comply with all applicable federal, state, and local safety and health regulations that would apply to this job.
- Ability to establish and maintain effective working relationships with superiors, subordinates, officials of other agencies, and the general public.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, smell, talk, use hands and hear. The employee is occasionally required to reach, climb, balance, stoop, kneel, crouch, or crawl.

The employee must be able to lift and/or move up to twenty (20) pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

EDUCATION AND/OR EXPERIENCE:

- High School diploma or General Education Degree (GED) plus related computer or business experience or equivalent combination of education and experience.

WORK ENVIRONMENT:

While performing the duties of this job, the employee is required to work in an office environment. The noise level is usually moderate. Duties are performed in office environment. Regular and periodic exposure to computer screen is required.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties may be required.