

Receptionist/Clerk

Definition

To provide responsible professional, administrative support in Town-wide programs; to provide highly responsible customer service to guest and perform a variety of office management duties related to the Administrative/Town Center front counter and contract post-office and services; to manage various projects; and to assist in office management functions.

Class Characteristics

Receptionist/Clerk: The Receptionist will greet, assist, and provide direction and information to clients, visitors, and other guests of the organization. Provide assistance with the contract Post-Office, including managing supplies, customer transactions, and other services. Perform a range of other office management support activities including mailing, printing, record keeping, and other special projects.

Examples of Duties (Illustrative Only)

- Provide general administrative support to the City Manager's Office.
- Drafts and maintains complete and complex departmental records.
- Maintains files and filing systems in accordance with departmental policies and procedures.
- Identifies, reviews, and files various types of materials; conducts research related to materials as needed.
- Transfers information from reports, files, and other documents into prepared master code sheets, ledgers, journals, and other recordkeeping systems.
- May issue licenses, permits, certificates.
- Writes other legal or professional documents in accordance with organizational needs.
- Calculates, prepares, issues, and/or submits bills, invoices, and other payment records for billable documents or services.
- Performs other clerical tasks as needed, which may include management of mail, management of office supplies, operation of office equipment, and typing.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of:

- Excellent verbal communication skills.
- Excellent interpersonal and customer service skills.

**Town of Atherton
Receptionist/Clerk**

- Basic understanding of administrative and clerical procedures and systems.
- Proficient with Microsoft Office Suite or related software.

Ability To:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Ability to create and maintain complex files and written documents.
- Thorough understanding of office practices and procedures; knowledge of or ability to quickly learn any applicable departmental or organizational rules and regulations.
- Ability to type at least 45 WPM.
- Ability to operate a calculator or ten-key by touch.
- Extremely proficient with Microsoft Office Suite or related software.

Education and Experience:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two to three years of progressively responsible administrative experience.

Training:

High school diploma or equivalent required; higher level degree preferred.
Three to five years of experience in a related field required.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment; Sit at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.