



Job Description

POSITION TITLE: Receptionist

DEPARTMENT: Finance

REPORTS TO: Treasurer

APPROVED BY: Chief Administrative Officer

REVISION DATE: March 2025

POSITION SUMMARY

The position of Receptionist provides responsible and professional assistance to the Finance Department. Work involves receiving and processing all payments, directing and relaying telephone and fax messages, pick up and sorting of mail, corresponding with the general public, informing staff of matters that require attention and other tasks that assist the general operations.

POSITION RESPONSIBILITIES

- Receives, processes and receipts all municipal fee payments and provides patron assistance,
- Supports telephone system operation. Answers, screens and forwards telephone calls, records and relays message information.
- Handles inquiries, appointments, correspondence, and electronic communication, in addition to performing proper follow-up to ensure deadlines are met,
- Provides and maintains consistent administrative support and assistance
- Responds to and directs customer inquiries
- Maintains documentary records, including paper and electronic updating and filing,
- Performs general office duties as needed such as photocopying, faxing, sorting and directing mail, ordering supplies and preparing invoice and cheque reconciliations,
- Monitors office supply inventory and places orders, when necessary,
- Compiles information and prepares and disseminates documentation as directed, including special projects and confidential work, correspondence, memoranda, reports, agendas, minutes, briefing notes, document summaries, and information updates using a variety of office equipment (computer, printer, copier, fax, scanner, and mailer)
- Performs other administrative duties as assigned, and/or special projects.

QUALIFICATIONS

- Ontario Grade 12 Diploma or equivalent,

- Certificate in business training from a recognized educational institution or a combination of education and experience will be considered.
- Experience working in a municipal government environment, or any equivalent combination of training and experience which provides the required skills, knowledge and abilities. Administration and supervisory experience. Knowledge of office procedures.
- Excellent oral, written, and interpersonal communication skills to interact with government departments and agencies, special interest groups and the public.
- Excellent organizational and time management skills with high efficiency in Microsoft Office series and Adobe Acrobat.
- High level of initiative, resourcefulness, independent judgment and ability to work independently.

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Work is entirely indoors in an office environment, with brief excursions as required.
- Work consists of 35 hours per week with occasional overtime and call-ins when required.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that may be inherent in this classification.