

# Borough of Greencastle

## Job Description

### **Administrative Receptionist**

**Reports To:** Borough Manager

#### **Definition**

This position involves semi-skilled work. The employee completes typical office/secretarial tasks, serves as the first point of contact for all customers conducting business in the Borough office, receipts payments for borough services and serves as an office assistant for other borough staff. The work requires excellent oral and written communication skills, adaptable interpersonal skills, knowledge of computers and a variety of computer software programs, and organizational filing. A working knowledge of and familiarity with accounting practices and procedures is preferred.

#### **Typical Examples of Work Performed**

- Answer telephones and periodically transfer calls to the appropriate department;
- Receipt payments for utility bills and invoices for borough services;
- Receive land use permits and applications for utility services;
- Process all incoming borough mail;
- Ensure all office equipment is properly maintained and in working order;
- Manage inventory and execute the purchase of administrative supplies as approved;
- Conduct other functions as directed by the Borough Manager as needed.

#### **Education, Required Knowledge, Skills and Abilities**

- A high school diploma or general equivalency diploma (GED) is required. Previous training or education in business operations and/or previous secretarial experience is preferred;
- Show initiative, be self-motivated, and work independently with minimal supervision;
- Knowledge of English grammar, punctuation and spelling;
- Possess efficient typing skills;
- An advanced knowledge of Microsoft software, including Word, Excel and Outlook.
- Ability to adapt to complex computer software programs in order to perform various functions within the position;
- Ability to organize, sort and file documents properly and consistently;
- Ability to submit work by the deadline assigned that shows accuracy and competency;
- Ability to receive and provide information and respond to inquiries and complaints from the general public;
- Possess strong customer service skills;
- Tenacity to succeed in complicated situations;
- Able to promote a good working relationship with personnel from the Borough, other governmental agencies and the general public.

***I acknowledge that I have read the "Typical Examples of Work Performed" and "Education, Required Knowledge, Skills and Abilities" for the Administrative Receptionist position; and I certify that I can perform these functions.***

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(Applicant Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Witness Signature)