

VILLAGE OF HOLLY

JOB DESCRIPTION

TITLE: RECEPTIONIST-CLERK

JOB PURPOSE:

Support Village operations by serving customers and completing their needs and by maintaining customer utility accounts.

ESSENTIAL DUTIES:

Under the direction of the Village Clerk/Treasurer this position performs the following essential duties:

1. **WELCOMES CUSTOMERS AND VISITORS** by greeting them in person or on the telephone and by answering or referring inquiries.
2. **COLLECTS REVENUES** by receiving and recording utility charges, Village taxes, fees and services charges at the counter, through mail and via drop box.
3. **COMPLETES UTILITY BILLING PROCESSES** by establishing utility accounts; verifying billing information, preparing and mailing utility bills, reconciling billing transactions and by resolving utility account discrepancies by investigating documentation and making recommendations.
4. **COMPLETES PERMIT AND LICENSING AND RESERVATION PROCESSES** by receiving and recording various application for Village permits and licenses; receiving and recording requests to reserve various Village facilities; distributing permit and license and reservation application to appropriate officials for action; scheduling inspections appropriate to the application; disbursing approved permits, licenses and reservation requests; and by answering questions or referring inquiries.
5. **MAINTAINS VILLAGE RECORDS** by filing documents and by keeping utility billing, permit and license, and any other assigned databases current.
6. **MAINTAINS OPERATIONS** by following work rules, policies and procedures; opening mail coming into the Village Office and distributing it to the correct parties; by typing letters or other documents, as directed; by complying with Village ordinances; and by suggesting operations changes to management.
7. **MAINTAINS TECHNICAL KNOWLEDGE** by studying applicable state laws and local ordinances; by attending educational workshops as requested; and by reading vocational publications.
8. **CONTRIBUTES TO TEAM EFFORT** by accomplishing related results as necessary.
9. **OTHER DUTIES AS ASSIGNED**

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

The incumbent reports to and receives direct supervision from the Clerk/Treasurer. The position has no supervisory responsibilities. The incumbent's actions are directed by written policies and

procedures, commonly accepted business practices, and oral and written instructions and directives. Normal hours of operation are Monday through Thursday, 7:30 AM to 6:00 PM, but flexible hours may be assigned to part-time positions according to collective bargaining provisions. Overtime may be required, but it is distributed according to the collective bargaining contract and Village policies.

The work of the position requires communicating with customers, the public, department and professional personnel and intergovernmental contacts. The work is done in an office environment that can be distracting as several operations go on simultaneously.

The incumbent may be appointed to and may accept appointment as Deputy Clerk/Treasurer subject to the applicable laws for making and accepting such appointment. The Office of Deputy Clerk/Treasurer is considered compatible with the position of Receptionist-Clerk. The incumbent will be compensated at the rate established for the Receptionist-Clerk position when doing the duties of the Deputy Clerk/Treasurer. Doing the duties of the Deputy Clerk/Treasurer is not considered an essential job result of the Reception-Clerk position. Overtime may be required to fulfill the responsibilities of the office of the Deputy Clerk/Treasurer and as such, will be compensated according to the Fair Labor Standards Act (FLSA) provisions.

The person holding the Reception-Clerk position can expect to exert up to ten (10) pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push or pull or otherwise move objects and open filing cabinet drawers. The work involves sitting with frequent periods walking or standing at the counter waiting on customers. The incumbent applies physical effort in an office environment and in searching in record storage areas for recording (handling and reaching).

JOB REQUIREMENTS (Fulfillment of these requirements is the continuous responsibility of the employee)

1. Exercise judgment to solve practical problems and deal with a variety of concrete variables in situations in and from standardized situations.
2. Speak clearly and distinctly with poise, voice control and confidence using correct English.
3. Use methods of effective public and interpersonal communications to maintain and promote effective and courteous public relations.
4. Interpret instructions furnished in written, oral, diagrammatic or schedule form and complete the work as required.
5. Operate general office machines to include a personal computer, facsimile machine, copier, scanner, postage meter, 10-key adding machine and a multi-line telephone system.
6. Employ keyboarding skills to use work-related software programs provided by the Village.
7. Use software programs provided by the Village to do essential functions of the position.
8. Follow the statutes, rules, regulations, practices, policies, procedures, customs, ordinances and charter of the Village of Holly and of the federal and state government, if applicable.
9. Apply mathematical calculations necessary in the performance of job results. This will include addition, subtraction, multiplication and division units of measure (including American monetary

units) and decimals; computing ratio, rate, percent and creating and interpreting bar and line graphs and pie charts.

10. Read and comprehend newspapers, trade journals, business magazines, manuals, dictionaries and thesauruses.
11. Prepare business letters and reports conforming to acceptable rules of punctuation, grammar, diction and style.
12. Work overtime as may be required.

INDICATORS OF PREPARATION FOR EMPLOYMENT

Demonstrated ability to meet job results and standards and fulfill the requirements of the position.

OR

Education and training equivalent to a High School Diploma and a minimum two (2) years' experience in a responsible position working with the public and handling money. Some form of higher education past High School is preferred but not mandatory.

APPROVED: _____

Jerry L. Walker
Village Manager

EFFECTIVE: October 7, 2015