

TOWAMENCIN TOWNSHIP

JOB POSTING POSITION: Front Desk Administrative Clerk

SUMMARY:

This is a very responsive and visible clerical position. The Front Desk Administrative Clerk will greet all customers, provide support to the Codes Department and assist in general office management responsibilities. The position requires that the employee have excellent communication, customer service and interpersonal skills, as well as, good knowledge of general office procedures and administrative procedures for municipal programs and services.

DUTIES:

- Greet walk-in customers/visitors and answer a high volume of telephone calls; answers procedural questions or directs calls to appropriate department/staff member
- Carries out general administrative processes, including processing mailings, managing office supplies etc.
- Performs basic cashiering duties for various items including tax payments, building permits, event registration, park rentals, etc.
- Carries out responsibilities related to permits, code enforcement and land development processes, including processing requests for service, maintaining certain property and permits database items, scheduling inspections, maintaining property files, etc.
- Receives, stamps, and distributes incoming mail; processes outgoing mail
- Provides support to department directors/managers as needed
- Performs duties of other clerical classifications, as needed

MINIMUM QUALIFICATIONS:

High school diploma or GED; supplemented by some clerical/administrative experience; or an equivalent combination of education, certification, training, and/or experience. May be required to have a valid Pennsylvania state driver's license. May be required to have or obtain additional formal industry certification(s) based on area of assignment.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of clerical procedures such as alphabetizing files and records
- Skill in working independently and following through with assignments
- Ability to learn to operate a computer using Microsoft Office products (Word, Outlook, and Excel) and applicable department/organization specific software
- Ability to establish and maintain effective and collaborative working relationships with those contacted in the course of work
- Ability to provide service in a courteous, prompt, and efficient manner
- Ability to perform basic cashier duties accurately
- Ability to communicate effectively orally and in writing
- Ability to organize work for timely completion
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed outside with exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

PROUD TO BE AN EQUAL OPPORTUNITY EMPLOYER