

**CITY OF VILLA HILLS
POSITION DESCRIPTION**

JOB TITLE: **Receptionist**

DEPARTMENT: **Administration**

FLSA STATUS: **Non-exempt**

ESSENTIAL DUTIES AND RESPONSIBILITIES.

- Provides customer service to the general public.
- Answers incoming calls to the City Building.
- Receives and records various revenue paid to the city.
- Receives and processes annual property tax payments.
- Receives and processes quarterly insurance premium tax payments.
- Performs general office tasks.
- Assists elected city officials and other city staff with various projects as needed.
- In the performance of your duties you are required to maintain a respectful and polite attitude toward the public at all times.
- Works in a safe manner observing all safety rules and poses no significant risk to the health and safety of others.
- Perform other duties as necessary.

PERIPHERAL DUTIES AND RESPONSIBILITIES.

- Serve as an Acceptance Agent on behalf of the State Department for passport applications.
- Assists with incoming Police Department calls.
- Perform routine updates to the City's website.
- Summarizes or transcribes meeting minutes as requested.
- Post revenue or reconcile accounts as a part of the city's financial segregation of duties procedures.

SUPERVISION RECEIVED.

Works under the general supervision of the City Administrator/Clerk

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office setting.

While performing the duties of this job, the employee is sometimes required to: climb or balance; stoop, kneel, crouch, or crawl. Occasionally the employee is required to stand; and walk. Frequently the employee is required to sit, talk or hear; and to use hands to finger, handle, or feel.

The employee must sometimes lift and/or move up to ten pounds.

Vision requirements

- Close vision
- Distance vision
- Color vision

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High school diploma, GED, or equivalent.
- Three years of progressively responsible experience in clerical work involving frequent contact with the public.
- Some experience working in a municipal setting is preferred.
- Experience with the city's software preferred.
- Any equivalent combination of education and experience that provides the required knowledge skills and abilities to perform the job.

Necessary Knowledge, Skills and Abilities:

- Proficiency in typing
- Ability to perform general office tasks and use modern office equipment.
- Ability to perform mathematical calculations to complete administrative and accounting procedures.
- Ability to accurately prepare reports.
- Ability to communicate and establish effective working relations with the general public, city staff and officials.

SPECIAL REQUIREMENTS

- Must be bondable.
- Ability to successfully obtain Passport Acceptance Agent status with the US Department of State.
- Must have reliable transportation or a way to be present and on-time when scheduled to work.

TOOLS AND EQUIPMENT USED

- This position uses standard office equipment.

Date approved _____