

Memo

To: Village Board

From: Brad Lange

Re: Authorization to Fill the Receptionist Position

Date: October 13, 2015

Background Information:

Carrie Zittlow, former Receptionist has taken the Village Deputy Clerk position, thus leaving an opening. The current position has been filled by Michelle Mahlik, Cadre Temp Staffing, since July 27th.

We are seeking authorization to fill the Receptionist position at its current level.

Budget Item / Funding:

The Receptionist is a Full-time position that is currently budgeted at \$16.70 per hour plus full benefits.

Staff Recommendation:

Village staff recommends the Village Board authorize staff to proceed with filling the position of Receptionist with a starting wage range of \$14.90 - \$16.70.

Attachment:

- Receptionist Job Description



VILLAGE OF ALLOUEZ
POSITION DESCRIPTION

POSITION TITLE: Receptionist

APPROVED: May 19, 2015

REPORTS TO: Administrator

FLSA: Non-exempt

JOB PURPOSE: Performs duties of receptionist, greeting customers and answering incoming Village phone lines. Performs office clerical duties as assigned and provides high –level administrative duties for the Administrator, including work classified as confidential.

DUTIES & RESPONSIBILITIES: The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive and other duties may be required and assigned.

- Answer incoming phone calls and inquiries and attempt to answer all questions for all departments.
- Greet, assist and direct customers at the counter including new residents and acquaint new residents with village policies and important information.
- Issues dog licenses and prepares reports for County Treasurer
- Issues bike licenses
- Assists with voter registration and absentee voting
- Maintains office inventory and orders/shops for supplies
- Serves as cashier for water payments as well as processing water bill payments, total water bill check payments daily and ability to look up bills for customers
- Assists with various clerical tasks in the general office
- Completes special projects and drafts confidential correspondence in support of the Village Administrator
- Generates all invoices for Public Works Department
- Assistance with employee medical and dental insurance updates when plans change
- Back up for Parks Department Recreation Coordinator in all aspects (receipting, registration of programs, and phone calls.)

- Responsible for keeping Administrator personnel and daily files updated and organized
- Organize village information to be included in the Town Planner calendar.
- Submit monthly GovPay reports and assist Building Inspector with Mygov payments.
- Coordinate yearly hearing test and keep safety manuals up to date
- Assist with operator's license applicant forms
- Keep current all contact list of employees
- Draft and send out invoices for lawn cutting, brush pick up, false alarms, bulk pick up, animal pick up, storm laterals and miscellaneous invoices
- In the absence of the Court Clerk, pull files, tickets, and takes payments

POSITION QUALIFICATIONS: A high school diploma or equivalent with clerical course work and a minimum of 2 years work experience as office clerical are required. A combination of equivalent experience and/or education may be considered.

KNOWLEDGE, SKILLS AND ABILITIES: Experience in use of modern office equipment. Excellent computer skills. Ability to carry out assigned projects without detailed instructions and with a minimum of supervision. Must be able to multi-task and deal with frequent interruptions. Ability to handle multi-phone lines and numerous customers at the counter in a quick professional manner. Ability to work cooperatively with co-workers and to deal tactfully and effectively with the public. Must have good communication skills, listening skills, a positive attitude and patience.

SUPERVISION/DECISION MAKING: Does not supervise others. Receives general supervision and works alone on routine work from standard practices and procedures. Decisions affect the entire department.

INTERACTION: Frequent inside and outside contacts with co-workers, residents and immediate supervisor. Contacts involve corrections or adjustments where much tact, respect and empathy is essential to resolve minor problems.