

The Charter Township of Bloomfield, MI

Job Description

Classification Title	Receptionist
Job Code	
FLSA Status	Non-Exempt
Pay Grade	PT 103

GENERAL SUMMARY

Greets and directs visitors. Sorts incoming U.S. mail and posts outgoing mail. Assists other departments as time permits.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Answers the telephone and transfers calls to the appropriate department.
- Greets residents and directs them to the appropriate department.
- Maintains the mail room, including the postage machine.
- Creates welcome packets for new residents.
- Publishes the Township telephone directory.
- Participates in special projects as needed.
- Assists in mass mailings for various departments.
- Orders supplies for various different departments when the clerk's assistant is unavailable.
- Performs other duties as required.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- Associate's Degree or two years of college
- 1 to 3 years' experience
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

Licenses or Certifications

None.

OTHER JOB REQUIREMENTS

None.

PREFERRED QUALIFICATIONS

None.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- English grammar, spelling, punctuation, and proper phone etiquette
- Modern office procedures, methods and computer equipment
- Relevant Bloomfield Township policies and procedures
- Bloomfield Township activities and programs

Skill in:

- Use of relevant computer software as necessary

Ability to:

- Communicate effectively orally and in writing
- Meet schedules and deadlines of the work
- Perform and complete multiple duties concurrently and in a timely manner
- Establish and maintain effective working relationships
- Accurately organize and maintain paper documents and electronic files
- Maintain the confidentiality of information and professional boundaries

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures 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.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate		X	
Individuals with known violent backgrounds	X		
Extreme cold (below 32 degrees)	X		

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Extreme heat (above 100 degrees)	X		
Communicable diseases	X		
Moving mechanical parts		X	
Fumes or airborne particles	X		
Toxic or caustic chemicals or substances	X		
Loud noises (85+ decibels)	X		

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.

Sedentary Work - Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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