

TITLE: Receptionist

PR/6

DEPARTMENT: Parks and Recreation, Fayette County

JOB SUMMARY: This position provides receptionist and clerical support for the Parks and Recreation Department.

MAJOR DUTIES:

- o Answers telephone and greets visitors; provides information and assistance; takes messages; refers to appropriate personnel.
- o Checks voice mail for messages.
- o Distributes handouts for programs and leagues.
- o Maintains an accurate customer database; maintains instructor list.
- o Enters league registration data.
- o Maintains and records deposits; maintains refund/credit reports.
- o Reserves facilities.
- o Organizes and maintains file system.
- o Maintains office supply inventory.
- o Oversees the maintenance of office equipment.
- o Maintains background records of youth association coaches and instructors.
- o Proofs documents for accuracy.
- o Maintains community service worker records.
- o Maintains outdoor flyer stand and kiosks.
- o Prepares monthly calendars.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.

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- o Knowledge of computers and job related software programs.
- o Skill in public and interpersonal relations.
- o Skill in the use of fax machine, scanner, copy machine and other office equipment.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Parks and Recreation Director assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include the department and county policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related receptionist and clerical duties. The routine nature of the work may contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to provide receptionist support for the work of the department. Success in this position contributes to the efficiency and effectiveness of department operations.

**PERSONAL CONTACTS:** Contacts are typically with members of the general public, other county employees, vendors, program participants, and volunteers.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information; resolve problems; and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light and heavy objects.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### MINIMUM QUALIFICATIONS

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o No experience requirements.