

Receptionist

Reports to: Manager of Corporate and Legislative Services
Full-time, Permanent position

Summary:

Under the direction of the Manager of Corporate and Legislative Services, the Receptionist provides front office reception coverage at Municipal Hall. Activities will include but are not limited to meeting and greeting Village residents and customers, receipting cash transactions, filing, and processing of paperwork.

Responsibilities:

- Welcome residents at the front desk.
- Answer the telephone and forward calls where required.
- Respond to basic enquiries (i.e.: taxes & utilities due dates, bylaw, accounts receivable), referrals to appropriate departments and follow up when required.
- Administer over the counter programs (i.e. dog licenses and business licenses).
- Cash receipting – taxes, utilities and other revenue received over the counter or by mail.
- Coordinate the shipping, receiving and distribution of mail, courier packages and faxes.
- Coordinate the booking of the Roundabout Sign.
- Coordinate Council Chambers meetings and schedule.
- Update staff directory, phone system and door codes.
- Order business cards and office supplies.
- Filing as per the Village's record management system.
- Providing photocopying as required.
- Other duties as assigned.

Skills and Experience:

- Ability to work effectively independently and as a member of a team.
- Ability to establish and maintain effective working relationships with Managers, co-workers and the general public.
- Discrete, with the ability to maintain a high level of confidentiality.
- Outgoing professional manner.
- Thorough knowledge of business English, spelling and punctuation.
- Experience in cash handling and data entry.
- Knowledge of office practices and procedures.
- Knowledge of local government an asset.
- Minimum of Grade 12 or equivalent.
- 2 - 3 years of administrative work experience.
- Working knowledge of Microsoft Office (Word, Excel, Outlook and Office 365).
- Experience using the VADIM Accounting System or similar system (Agresso etc.) an asset.

Emergency Operations Responsibilities:

All persons employed by the Village of Pemberton will be required to assist the Village in providing emergency services. Duties assigned during an emergency may differ from regular duties.