



JOB TITLE: Part-time Front Desk Assistant
DEPARTMENT: Administration
REPORTS TO: Township Administrator
FSLA STATUS: Hourly, non-exempt

MIAMI TOWNSHIP ADMINISTRATION

Job Description

POSITION SUMMARY

Under the supervision of the Township Administrator, fills in as needed for the full time front desk clerk. Will answer the phone, greet visitors, perform clerical duties, and respond to requests for service and inquiries from residents. Assists with other tasks as needed in the Administration office. This is a flexible position and hours will vary.

Hours would be scheduled based on covering some vacation and sick time hours. Department business hours are 8:00am-4:30pm. The position is estimated to work an average of 18-24 hours per week.

EDUCATION/EXPERIENCE

- High school diploma or equivalent
- A minimum of 5 yrs. experience in a customer service position that included answering phone inquiries, emails and in-person customers.
- Ability to work with a computer software program and handle financial transactions (training provided on all software applications).

ESSENTIAL FUNCTIONS AND DUTIES

- Answer telephone, take messages, and/or transfer calls to appropriate offices.
- Greet and screen visitors when they enter the Civic Center. Direct visitors to the appropriate offices.
- Assist in clerical duties such as filing and data entry.
- Assist in the preparation of reports for various Township departments.
- Respond to inquiries and requests for service from residents over the phone and in person.
- Serves as a backup to the full-time front desk clerk.

PHYSICAL REQUIREMENTS

- While performing the duties of the job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms.
- Must occasionally lift and/or move boxes weighing up to thirty pounds. Specific vision abilities required by this job include close vision and the ability to focus.





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DISCLAIMER AND EMPLOYEE ACKNOWLEDGMENT

The information provided in this job description is intended to indicate the general nature and level of work performed by an incumbent within this position. It is not to be interpreted as a comprehensive inventory of all functions, responsibilities, duties, qualifications, working conditions and physical demands required of employees assigned to this position. Management has the sole discretion to add, modify and/or designate functions, responsibilities, duties, qualifications, working conditions and physical demands of the position at any time. This job description does not constitute an employment agreement between the employer and the incumbent. By signing below I acknowledge that I have read and understand this Job Description and the provisions of this Disclaimer.

Signature

Printed Name

Date

DATES AND APPROVALS

Authorized by:

Signature

Printed Name

Date

