BENNER TOWNSHIP

ADMINISTRATIVE ASSISTANT / RECEPTIONIST
JOB DESCRIPTION

Job Title:	Administrative Assistant/Receptionist	**Status:**	Part-Time
Department:	Administration	**Classification:**	Non-Exempt
Reports To:	Township Manager/Secretary-Treasurer	**Pay Type:**	Hourly

JOB SUMMARY

The Administrative Assistant/Receptionist is a part-time clerical position that serves as the first point of contact for Benner Township. This position greets visitors, answers telephone calls, and assists residents, contractors, and the general public with questions, forms, and payments, directing more complex matters to the appropriate party for resolution. The Administrative Assistant/Receptionist also provides administrative support to the Township Manager/Secretary-Treasurer and performs routine office tasks under general supervision. This position works closely with the Township Manager/Secretary-Treasurer and coordinates with the Zoning Officer and other Township staff and consultants as needed. Day-to-day direction and work assignments are provided by the Township Manager/Secretary-Treasurer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The outline below describes essential job functions an employee in this position will be required to perform, however, it is not an exhaustive list of all duties which the employee may be expected to perform. To be successful in the position, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation(s).

Reception and Customer Service

- Serves as the first point of contact for the Township office; greets walk-in visitors and staffs the front counter
- Answers all incoming telephone calls, takes accurate messages, and routes calls to the appropriate staff member, official, or agency
- Monitors the Township's general email inbox and voicemail and responds or forwards messages as appropriate
- Answers routine questions about Township services, meetings, forms, and procedures; refers other inquiries to the appropriate party for resolution
- Provides permit applications, facility rental forms, and other Township forms; checks submissions for completeness and routes them to the appropriate staff member
- Receives and receipts payments for permits, fees, and other Township charges and prepares deposits in accordance with Township procedures
- Receives and logs citizen requests, complaints, and Right-to-Know requests and forwards them to the appropriate staff member or the Open Records Officer
- Schedules appointments and reservations for Township facilities

Administrative Support to the Township Manager/Secretary-Treasurer

- Provides administrative support and office coverage for the Township Manager/Secretary-Treasurer, including when the Township Manager is out of the office or attending meetings
- Types and prepares correspondence, reports, memos, and other documents as assigned
- Assists with preparing meeting packets, agendas, and public notices for the Board of Supervisors, Planning Commission, and other Township boards
- Assists with recording and transcribing meeting minutes as assigned
- Receives, sorts, and distributes incoming mail; prepares and processes outgoing mail
- Maintains and updates property records, office files, and mailing lists; files incoming and outgoing correspondence
- Assists with data entry and basic bookkeeping tasks as directed by the Secretary-Treasurer

- Orders and maintains office supplies
- Operates standard office equipment, including computers, multi-line telephone system, copier/scanner, and postage machine
- Maintains the confidentiality of Township, personnel, and resident information

Public Information
- Assists with posting meeting notices and announcements to the Township website and social media
- Assists in preparing and distributing the Township Newsletter

Zoning and Planning Support
- Accepts zoning, subdivision, and land development applications and forwards them to the Zoning Officer and Township Manager
- Assists in maintaining records of pending zoning, subdivision, and land development matters

Other
- Performs other related duties as assigned

MINIMUM QUALIFICATIONS

An individual is hired based on their education, experience, and skills. Any equivalent combination of these factors that will result in the successful accomplishment of all the work responsibilities would be considered at the sole discretion of the Board of Supervisors.

Education
- High school diploma or equivalent

Experience
- One to two years of experience in reception, customer service, or general office work preferred
- Municipal or government office experience a plus

CERTIFICATIONS AND LICENSES
- Valid PA Driver's License
- Ability to pass a criminal background check

KNOWLEDGE, SKILLS AND ABILITIES
- Excellent customer service, telephone, and interpersonal skills
- Clear and professional written and verbal communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook) and ability to learn municipal software
- Strong organizational skills and attention to detail
- Basic math and cash-handling skills

ABILITY TO
- Communicate effectively and courteously with the public, orally and in writing
- Work independently and manage multiple priorities with frequent interruptions

- Maintain confidentiality and exercise good judgment
- Learn Township ordinances, policies, and procedures

PHYSICAL AND WORK ENVIRONMENT

The physical and work environments described are representative of those that must be met by an employee to successfully perform the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Demands

- Prolonged periods of sitting at a desk and working on a computer
- Frequent use of a telephone and keyboard
- Occasional standing, walking, bending, and reaching to file and retrieve records
- Ability to lift and carry up to 25 pounds (files, mail, and supplies)

Work Environment

- Office setting with frequent interruptions from telephone calls and walk-in visitors
- Regular contact with the public

SCHEDULE

- Part-time, 32 hours per week during regular Township office hours
- Occasional evening hours may be required for Township meetings or special events; daytime hours may be adjusted that week to account for evening work

ACKNOWLEDGEMENT

I acknowledge this job description does not constitute an employment agreement. Further, I understand the job description is subject to change by the employer, temporarily or permanently, as the needs of the employer and requirements of the job change. Benner Township is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, Benner Township provides reasonable accommodation to qualified individuals with disabilities.

I have read and understand the requirements of the position and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Employee Signature: _____

Print Name: _____

Date: _____