

Town of Lake Placid, Florida

FRONT DESK CLERK AND RECEPTIONIST

Front Desk Clerk and Receptionist is a multifaceted cashier and reception position for the Town of Lake Placid. Employee must be dependable and have people skills. Responsibility is to ensure Front Desk coverage (a staff member must always be present at the Front Desk) and timeliness of posting payments. Greeting customers and operating the switchboard is correspondingly crucial to this position. Work performed requires fast-paced and good judgment. This position is customer-oriented and requires the employee to give the utmost responsiveness to assist customers and to neutralize payment problems. In the event, the customer cannot be fully assisted or satisfied, Staff Support or the Utility Billing Clerk shall be made aware to assist further with pre-billing and post-billing questions. Position is under the direct supervision of the Finance Director.

The omission of specific statements of the duties does not exclude employee from the classification if the work is similar, related, or a logical assignment for this classification. Other functions may be necessary and assigned.

GENERAL JOB DESCRIPTION

- Serves visitors by greeting, welcoming, and directing them appropriately. Notify personnel of visitor arrival. Inform visitors by answering general questions or referring inquiries.
- Operates telecommunication systems (switchboard, fax machines and computers) by following manufacturer's instructions.
- The employee must be able to resolve telephone calls relating to payments and general questions. Refer to personnel policies relating to public requests and departmental procedures.
- The employee must know the Town's Chart of Accounts to properly assign revenue and expenditure codes. Refer to the annual budgets.
- The employee will have access to sensitive information, such as customers personal information and must keep information confidential.
- Being station in public view, ensure the cleanliness of your workspace (maintain a clutter-free area).
- Other comparable duties, as assigned.

SWITCH BOARD

- Member is responsible to transfer calls and to know whom calls are to be directed.
- Phone etiquette is essential. All calls are routed through the switchboard. Answer incoming telephone calls and aptly forward to an individual or department extension throughout the day.
- Give customers the options to wait for an available staff to answer the phone or be sent to voice mail for a return call.
- During busy periods, phone payments are not priority. Direct customers to the Town website

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or Town drop boxes.

- Three question rules: Customers calling about an account (or not an account holder) should verify a minimum of three questions pertaining to the account. If adequate information isn't provided, access or information about the account should be denied.
- When a customer comes to the window and the phone rings, phone gets priority. Thank customer for waiting or apologize for the interruption.
- Don't get involved in phone conversations when the responsible staff member may be available. Transfer the calls.
- Phone is to be picked up by the **third ring** (two options):
 1. Put multiple lines on hold and go back to determine forwarding in the same order
 2. Phone automatically roll back for assistance during multiple incoming calls.

CASHIERING

- A large portion of the day, the employee collects payments. Cashiering of customer payments, cemetery payments, inter-governmental payments, general cash receipts, and customer deposits and miscellaneous charges and fees.
- When taking payments, ensure customers receive a copy of park and cemetery rules when appropriate.
- Transfer daily close totals to a worksheet. Reconcile cash drawer before relinquishing to the Billing Clerk for a final review and banking.

REQUISITIONS

- The employee must know the Town's Chart of Accounts to properly create requisitions for supplies needed or as assigned by Town Administrator or other supervisors and Directors. Refer to the annual budgets.
- Requisitions can be held and created twice a day or as time allows. Attend customers first.

ESSENTIAL JOB FUNCTIONS

- Employee must be able to provide consistent information verbal and in writing; this includes answering questions and providing general information.
- Cashiering payments for all services, but not limited to utility deposits, park, recreation, water, wastewater, sanitation, parking tickets, cemetery services and miscellaneous fees.
- Employee may provide forms (or make the information available) to start the process for new services. When the form is completed by the customer, the information is taken and process by the Staff Support Clerk. After the account is set up, the Front desk Clerk shall collect deposits and fees.
- Employee must be able to use a computer and the associated programs (both in-house and web-based) for cashiering and report purposes to achieve accurate and efficient performance to meet the Town's financial goals.
- Must be able to communicate directly with customers, Department Directors and supervisors, employees, regulatory agencies, and governmental agencies.
- Organize shared work areas.
- Maintain and ensure the availability of paper, ink, staples, and accessories to office equipment.

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Report needed repairs to the Staff Support Clerk.

- Employee is also subject to a weekly list of assignments or project to be completed within an assigned date or as time allow.

ESSENTIAL MINIMUM QUALIFICATIONS (Education and Experience)

- Graduated from an accredited high school or possession of an acceptable equivalency diploma.
- Know how to use office equipment is required
- Switch board experience required.
- Files archiving experience required.
- Filing maintenance and file upkeep experience required.
- Utility operations and billing experience required.
- Governmental work experience preferred.

ESSENTIAL KNOWLEDGE, ABILITIES, AND SKILLS

- Being detail-oriented is critical.
- Must have the ability to use grammar and pronunciations in writing correctly.
- Must have the ability to plan and organize is required.
- Must have record retention experience.
- Must have the ability to communicate orally with customers and staff effectively.
- Must have the ability to deal with angry customers or customers who may not be satisfied.
- Requires patience and cheerful attitude.
- Ability to work under stress.
- Must have general knowledge of computer systems.
- General knowledge of database programs preferred.
- Must have excellent math skills – addition, subtraction, multiplication.
- Must have the ability to perform work with minimal supervision.
- Must be the ability to be flexible and adapt to changes in policies and procedures.
- Must have two (2) years of general clerical and typing or have two years' experience in cash handling.
- Must have the ability to work professionally and effectively with staff members.

ESSENTIAL PHYSICAL SKILLS

- Perform typical office procedures, including changing toners, changing ink cartridges, standing for long periods, bending, carrying, pushing, pulling of objects and kneeling.
- Tasks may involve extended periods at a keyboard or workstation.
- Must be able to sit for extended periods.
- While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools, or controls, and talk and hear.
- The employee frequently is required to stand and reach with hands and arms. The employee is occasionally required to stand and walk.
- The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities

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required by this job include close vision, peripheral vision, and the ability to adjust focus.

REASONING ABILITY

- Must have the ability to comprehend and successfully respond to a two-to-three-part command.
- Must have the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Must have the ability to deal with problems involving variables in standard and discrete situations.

OTHER SKILLS AND ABILITIES

- Must become knowledgeable of municipal laws, policies, and practices.
- Must have the ability to use data processing ledgers, and other documents and registers to retrieve information from the computer.
- Must have the ability to communicate effectively with irate customers in a courteous manner.
- Ability to type and operate computer software programs.

ENVIRONMENTAL CONDITIONS

- Work is generally inside an air-conditioned environment.
- Single workspace (shared common areas).
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PERFORMANCE APTITUDES

- After hours: May require announced or unannounced overtime work and the ability to respond to call-out work during non-working hours for emergencies.
- Data Utilization: Requires the ability to coordinate, manage, and/or correlate data, includes exercising judgment in determining time, place, and/or sequence of operations.
- Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions. General knowledge of office machines and equipment, including personal computers and related software, especially Microsoft Word, Excel, Access, or similar, or agency specific.
- Verbal/written Aptitude: Ability to prepare correspondence on routine matters and to perform routine office procedures. General knowledge of business English, grammar, spelling, and punctuation. Ability to understand and follow quickly and accurately brief oral and written instructions on moderately complex matters.
- Scheduling: Requires the ability to timely schedule tasks and appointments for the Department Directors or Town Administrator.
- Administrator: Requires the ability to apply principles of clerical duties to assist Department Directors in all areas, such as take messages and spontaneous decision making.
- Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or

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subjective criteria, as opposed to that which is measurable or verifiable.

I have read and understand the contents of this Job Description. I certify that I am capable of carrying out the **Essential Duties and Responsibilities** as specified.

Name (print)

Supervisor's Name (print)

Employee's Signature

Supervisor's Signature

Date

Date

PLEASE READ: Being a small staff with a lot of community expectations, all of the Finance Department positions are expected to be cross trained. Employees will daily encounter public essentials and need to be ready to respond and provide a public service while demonstrating the utmost level of professionalism. *Italic and underlined tasks are not an ordinary job duty for this position, but the employee is expected to perform the function from time to time.*

IMPORTANT: Working for a public entity means accepting a position that serves the public and must be available to relieve public burdens with the services provided by the Town. As such, all employees are required to be available for regular work in the event of any catastrophic or natural disaster.