

State College Borough

Office Assistant/Receptionist, Senior

Job Description



REPORTS TO: Office Manager
ROLE & LEVEL: A2

DEPARTMENT: Public Works Administration
FLSA STATUS: Non-exempt

WORK OBJECTIVE:

The Senior Office Assistant/Receptionist position provides telephone, visitor, and front counter support for the Public Works, Planning and Neighborhood Services Departments—Work is performed under close supervision with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives, screens, and directs telephone calls and visitors to the appropriate staff member
- Scans permits, applications, and various other documents into the appropriate computer software system
- Monitors two-way radio for requests and problems; transmits and relays messages accordingly
- Assists with the preparation and distribution of various permits for the public works and zoning and the distribution of health licenses for food establishments
- Takes payments for violations, licenses, and permits; enters into appropriate computer software system; prepares payment batches for deposit
- Responsible for all incoming and outgoing mail to include sorting and distributing
- Assists with the data entry and maintenance of electronic records
- Enters brush/bulk requests and cart exchanges onto spreadsheets
- Maintains attendance and time records for various personnel
- Take minutes for various commissions
- Assists with special projects, as needed
- Posts new bids for projects on website

Supervision:

- None

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Basic knowledge of office procedures and systems such as word processing, managing files and records, and other office procedures and terminology
- Skill in the use of Microsoft Office products (Word, Excel and Outlook)
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to maintain strict confidentiality of sensitive employee and organization information at all times
- Ability to respond to telephone calls and visitors, listening responsively, and solve problems
- Ability to organize documents, information, data, and materials
- Ability to understand and execute oral or written directions
- Ability to communicate effectively, verbally and in writing
- Ability to prioritize tasks and meet established deadlines

MINIMUM QUALIFICATIONS:

High school diploma or GED; supplemented by some coursework in office and secretarial procedures; or an equivalent combination of education, certification, training, and/or experience.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:

- None

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Some tasks require manual dexterity. Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

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The job description does not constitute an employment agreement between State College Borough and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date