

**Corporation of the Village of Merrickville Wolford**  
**Receptionist**  
**Job Description**



**Job Title:** Receptionist

**Position Summary:**

Primary public contact position of the municipality. Provides receptionist and administrative support to ensure a prompt, efficient and polite response to customer inquiries. Work is performed under the direct supervision of the Manager of Finance-Treasurer and in accordance with established policies and procedures.

**Primary Duties:**

- Greets and directs the general public and answers the telephone;
- Accepts and issues receipts for in-person payments; processes online payments; prepares bank deposits;
- Control of Petty Cash disbursements and regular balancing of same;
- Types correspondence, agreements, reports, forms etc. as directed by the Manager of Finance/Treasurer;
- Inputs accounts payable invoices into the municipal financial system;
- Inputs and maintains the facility bookings for all municipal venues;
- Processing of all incoming and outgoing mail, including delivery and pick up at the post office;
- Maintains inventory of office stationery and orders supplies;
- Maintains databases for a variety of functions including, Landfill Passes, Garbage Bag Tag Sales, Energy Consumption, Burn Permits and sales of promotional items, etc.;
- Update and post to municipal website and community bulletin boards, as required;
- General filing and records management duties;
- Prepares meeting rooms in advance of Council/Committee meetings;

- May need to attend committee meetings as directed by Manager of Finance/Treasurer; and
- Other duties as assigned.

**Required Knowledge/Skills:**

- Minimum Grade 12 education and related post-secondary education is highly desirable;
- Thorough knowledge and use of office equipment and procedures including the telephone system, Office 365, and financial software (knowledge of MuniSoft would be an asset);
- Exceptional customer service skills and professionalism while dealing with Council, the public, fellow staff members and outside agencies;
- Numerical sense and knowledge regarding general accounting practices;
- Possess a positive attitude;
- Willingness to learn and assist all departments;
- Excellent organizational and time management skills to prioritize workload to ensure deadlines are met;
- Outstanding verbal and written communication skills, with a strong emphasis on attention to detail;
- General knowledge of municipal operations and organizational structure; and
- Ability to work as part of a team, as well as independently.
- Critical thinking and problem-solving in order to deal with various issues that may arise;
- Responding courteously to visitors and callers, and responding to and/or referring incoming telephone calls and public requests to the appropriate staff member; and
- Ensuring correct spelling and grammar in reports and correspondence.