Corporation of the Village of Merrickville Wolford
Job Posting – Full-Time Receptionist

MERRICKVILLE-WOLFORD
Jewel of the Rideau

The Village of Merrickville-Wolford requires an individual for the permanent, full-time receptionist position.

The successful candidate will have exceptional communication skills, attention to detail, general accounting knowledge, and a positive attitude. Previous experience in customer service and knowledge regarding municipal government would be considered an asset.

For a full job description, please visit our website at www.merrickville-wolford.ca.

Applications should be clearly marked "Receptionist Position" and addressed in confidence to:

Christina Conklin, Deputy Clerk
Village of Merrickville-Wolford
P.O. Box 340, 317 Brock St. West
Merrickville, Ontario, K0G 1N0
Email: deputyclerk@merrickville-wolford.ca
Deadline for applications: Monday, March 19, 2018 at 4:30 p.m.

We thank all those who apply but only those invited for an interview will be contacted. Information is collected in confidence under the Freedom of Information Act. The Village of Merrickville-Wolford is an equal opportunity employer.

Corporation of the Village of Merrickville Wolford
Receptionist
Job Description

MERRICKVILLE-WOLFORD
Jewel of the Rideau

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.

MAJOR RESPONSIBILITIES:

Primary Duties

- Greets and directs the general public and answers the telephone;
- Accepts and issues receipts for in-person payments and processing online payments, including the preparation and balancing bank deposits;
- Control of Petty Cash disbursements and regular balancing of same;
- Types correspondence, agreements, reports, forms, by-laws, motions and minutes, etc. for all of staff and Council, as required;
- 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;

- Shall attend evening and/or daytime committee meetings as directed by the CAO/Clerk or Manager of Finance/Treasurer, including the Police Services Board and Planning Advisory Committee meetings; and

- Other duties as assigned.

SKILL AND EFFORT

5. 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;

- 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.

7. Decision Making and Judgement

- Work is performed under the direct supervision of the Manager of Finance-Treasurer and in accordance with established policies and procedures.

- Judgement is exercised in:

  Prioritizing workload to ensure deadlines are met;

  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.

8. Interpersonal Skills/Contacts

Above average interpersonal skills to interact effectively with the general public and to provide information regarding routine departmental operations.

Internal:

With other departments to complete the distribution process of various reports, documents, etc.

External:

With the general public to provide information and direct queries within the municipal structure

WORKING CONDITIONS:

9. Environment

Works in a clean office environment.