



POSITION DESCRIPTION			
Title	City Hall Receptionist	Department	Administration
Reports To	City Manager	Status	Non-Exempt
Summary	The City Hall Receptionist is responsible for greeting all visitors, answering all incoming phone calls, collecting water payments and providing daily receipt payment reports, and generating work orders for public works department (e.g., recreation and streets).		
Employee Expectations	All team members of the City of Guyton are expected to work diligently and collaboratively in furthering the goals and objectives that serve the City of Guyton and its residents, businesses and guests.		
Position Requirements & Qualifications	<ul style="list-style-type: none"> ▪ Minimum of three years’ relevant experience in a customer-focused position required. ▪ High school diploma or equivalent required. ▪ Experience with billing processes, accounts payable and/or cashiering functions preferred. ▪ Experience with city ordinances, rates, and billing policies preferred. ▪ Ability to be bonded by a surety company required. ▪ Proficiency in Microsoft Office and Google suite of tools required. 		
Essential Job Responsibilities	<p>Receptionist Responsibilities</p> <ul style="list-style-type: none"> ▪ Answers all phone calls and greets incoming guests in a fast, friendly, and professional manner. ▪ Receives and enters all water bill payments. ▪ Notify relevant employees when visitors arrive. ▪ Prepares daily money reports and deposits, including water bill payments, building permits and building inspection fees, and any incoming checks from county governments. ▪ Communicates with street and recreation department with work orders that are needed by the citizens. ▪ Works collaboratively with the City Clerk and Utility & Permit Clerk to ensure all administrative functions are completed accurately and in a timely fashion. ▪ Performs various other clerical tasks, including faxing, transcribing and filing. 		



<p>Traits & Distinguishing Characteristics</p>	<ul style="list-style-type: none"> ▪ Maintains exceptionally high standards of integrity and confidentiality. ▪ Takes ownership of work and demonstrates willingness to accept responsibility for decisions and actions ▪ Seeks and receives feedback graciously and with a dedication to continuous improvement. Demonstrates commitment to quality in every task performed.
<p>Physical Demands</p>	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> ▪ Much of the work in this position is completed while sitting at a desk, using a computer and phone. Requires talking, hearing and visual acuity sufficient to perform these major functions. ▪ Regularly includes traveling to various locations and facilities throughout the City and ability to navigate mobility within a variety of environments. ▪ Occasionally includes reaching above shoulder heights, below the waist or lifting up to 25 pounds for office equipment, supplies and materials.