

TOWN SUPPORT STAFF

FLSA Status: Non-Exempt

Created: Oct. 2002
Last Revised: Feb. 2017

DEFINITION: Under general supervision of Administrative Manager and/or Utility Manager, the town support staff performs secretarial and receptionist activities related to the operation of the Tonopah Town Office and Tonopah Public Utilities Office.

ESSENTIAL FUNCTIONS: (Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).

1. Receptionist activities including providing information on departmental services and functions.
2. Communicates professionally, accurately, and efficiently via telephone, electronic means, or in person.
3. Maintains Town and Tonopah Public Utilities filing system.
4. Collects and maintains data related to Town Surveys.
5. Required to operate general office equipment to include telephone, computer, copier/scanner and fax.
6. Demonstrates professional attitude with appropriate tact, discretion, and cooperation in all interaction with all internal and external customers, to include but not limited to, Town of Tonopah/Tonopah Public Utilities personnel, county personnel, and the general public.
7. Handling of utility payments, and town event payments as needed.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge and Abilities:

Knowledge of

- Basic computer office operations, specifically word processing and spreadsheets and/or database operations;
- Basic record keeping and bookkeeping principles and practices;
- Correct English usage including spelling, grammar, and punctuation;
- Measures needed to deal effectively with coworkers and those in various levels of the organization's governing body and management structure;

Ability to

- Accurately type at a rate sufficient to perform assigned duties;
- Operate standard office equipment; e.g., fax, copier, calculator, multi-line telephone, and a personal computer with word processing, spreadsheets, and/or databases;
- Organize and maintain accurate files and records;
- Provide quality customer service including the ability to respond to the public and others in a courteous and respectful manner, and the ability to diffuse customers who may be upset; and
- Provide factual information, both in person and over the phone, consistent with the organization's policies.

Required Certifications and Licenses:

None.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:

One year work experience closely related to the duties and responsibilities of the job.

Physical, Mental and Intellectual Requirements:

The physical, mental and intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use a keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, reach, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; reaching for items above and below desk level. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to communicate professionally, accurately, and efficiently, via telephone, electronic means, or in person. Regular and consistent punctuality and attendance.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

Working Conditions:

Work is performed under the following conditions:

Work environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Work is normally performed inside where the lighting is good and the noise level is generally quiet. Frequent interruptions to planned work activities occur.

I have read and understand this explanation and job description.

Employee Signature

Date signed