

**RECEPTIONIST:
TOWN HALL**

HARVARD, MA

Position Purpose:

The purpose of this position is to perform clerical tasks and coordination of services in order to support the operations and programs of the Harvard, MA Town Hall departments: Finance, Town Clerk and Town Administrator. Performs all other related work as required

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Collects and processes payments for all receivables including real estate, personal property and motor vehicle excise.
- Prepares and processes municipal lien certificates. Prints payroll and accounts payable checks for mailing. Assists with the preparation and mailing of real estate, personal property and excise billings.
- Provides assistance to Town Clerk as necessary.
- Sorts and distributes mail to all town departments. Provides general clerical duties of typing, filing and correspondence. Collects and processes transfer station receipts and issues transfer stickers.
- Services the public on the telephone and in person regarding municipal payments, assessments, betterments, parcel identification and general information.
- Acts as the central receptionist for Town Hall and answers and relays telephone inquiries to Collector, Treasurer, Assessors, Town Clerk, and Board of Selectmen.
- Services residents, employees and vendors on the telephone or in person regarding tax payments, abatements, assessments and other general information. Answers and relays telephone inquiries to Town Hall.
- Coordinates and/or assists with departmental mailings such as tax bills, assessment notices, exemptions, etc.
- Provides general clerical duties of typing, filing, and correspondence and assists and supports other functions within the Finance Department as required.
- Generate memos, emails and reports when appropriate
- Maintain office supplies by checking inventory and order items.
- Performs similar or related work as required, directed or as situation dictates.
- Respond to questions and requests for information.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associate's degree, preferred. One to three (1-3) years of experience work involving business, or bookkeeping or two years prior experience in a municipal setting. Any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Knowledge of office equipment and personal computers.

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Abilities: The ability to multi-task, while maintaining complex schedules and managing administrative support, is essential in this position. The ideal candidate for this job is resourceful, a good problem solver and organized. Assuring a steady completion of workload in a timely manner is key to success in this position. Ability to set priorities and to complete multiple tasks in a detailed and effective manner; ability to take initiative to follow through on goals and objectives. Must be detail oriented, organized and reliable.

Skill: Proficient computer skills especially Microsoft Office Suite. Good listening and communication skills; organizational skills. Proficient customer service skills.

Physical Requirements:

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.

Regularly required to stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and use books, and other common objects. May spend a large portion of time standing and/or walking. Assists elderly clients to stand and/or sit; lifts and/or moves objects weighing up to 30 pounds. Talks and hears. Vision and hearing at or correctable to normal ranges.

Supervision:

Supervision Scope: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Issues are referred to the Supervisor.

Supervision Received: Work is performed under the supervision of the Town Administration.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; the noise level can go from fairly quiet to moderate.
- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- Employee has frequent contact with the general public. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to department-related confidential information, including department records.
- Errors could result in adverse public relations, delays in service and have legal and/or financial repercussions for the town.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)