



**City of West Fargo
Job Description**

Job Title: Receptionist/Filing Specialist
Reports To: Finance Director
FLSA Status: Non-Exempt
Salary Grade: 28
Department: Finance
Approved by: City Administrator
Date Prepared: May 15, 2014

SUMMARY

Under limited supervision, performs broad, complex staff support activities within a specific City Department.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Welcomes customers and/or visitors; determines the nature of their visit; provides information or directs visitors to the appropriate staff member for assistance.
- Schedules conference rooms; provides meeting logistics as needed.
- Maintains strict confidentiality.
- Receives, sorts, and routes mail; maintains publications.
- Monitors, and maintains office procedures, forms, applications, records, and filing systems – (manual and electric).
- Takes and relays messages for staff.
- Inventories, maintains, and orders office supplies and equipment; contacts vendors for maintenance and repairs.
- Monitors vehicle usage and scheduled maintenance.
- Maintains appointment calendars or similar records.
- Maintains brochure and bulletin board displays.
- Responds to information on City regulations, procedures, systems and precedents.
- Performs research regarding inquiries from City staff or other originators.
- Performs photocopying and collating.
- Provides logistical support for speakers, food, etc.
- Performs other duties as required or assigned.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines:

High school diploma or equivalent AND three years of experience in staff support or an equivalent combination of education and experience. Associate Degree preferred. Customer Service experience and experience in setting up and maintenance of electronic filing systems.

Knowledge of:

- City organization, operations, policies and procedures.
- Basic bookkeeping and accounting principles and practices.
- Set up and maintenance of electronic filing systems.
- Modern office principles and practices.
- Principles and practices of project management.

Skill in:

- Using initiative, discretion and judgment within established procedural guidelines.
- Defining problems, establishing facts and drawing valid conclusions.
- Communicating effectively, both orally and in writing.
- Performing mathematical calculations.
- Set up and maintenance of electronic filing systems.
- Maintaining strict confidentiality.
- Accurately preparing correspondence, reports and statistical information.
- Establishing and maintaining various records and filing systems.
- Establishing and maintaining effective working relationships with peers, superiors, other City departments, external government agencies, contractors, vendors, suppliers and the general public.
- Customer service.
- Teamwork.
- Managing situations requiring diplomacy, fairness, firmness and sound judgment.
- Interacting with people of different social, economic, and ethnic backgrounds.
- Operating a personal computer utilizing standard and specialized software.

LICENSE AND CERTIFICATION REQUIREMENTS

Possession of a valid driver's license.

Notary public preferred.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a standard office environment. May be required to perform a full range of motion with lifting and/or carrying items weighing up to 25 pounds.

Important Notices: This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the City of West Fargo. The employee is required to sign this document in the space provided below, acknowledging receipt and comprehension of this job description.

Employee's Name (please print)

Employee's Signature

Date