

Beaver Water District

Job Description

Job Title: Receptionist

Exempt: (Y/N): No
Date: October 2024

Department: Administration
Reports To: Public Affairs

JOB SUMMARY

The Receptionist is the “public face” first encountered by visitors and callers to Beaver Water District (the District) and, as a result, must be particularly adept at representing the District in the most positive manner at all times. The Receptionist position will primarily be responsible for answering incoming telephone calls, directing telephone calls to the appropriate staff, greeting visitors, notifying appropriate staff of visitors’ arrival and directing visitors to the appropriate location. The Receptionist will screen visitors for entry into the District’s secure plant site. The Receptionist controls gate access to the treatment plant and monitors video surveillance equipment. The Receptionist will provide general office support and provide basic clerical support as requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(include but are not limited to the following)*

- Answer multiple incoming telephone calls for multiple lines simultaneously. Transfer calls to numerous extensions while transferring calls to the appropriate staff. Take messages for various staff as directed.
- Open and close of the Administration Center and education models. Greet and direct visitors to the appropriate location and/or the appropriate staff.
- Screen phone calls for designated management as directed.
- Assist with Public Affairs, Education/Water Tours, Executive Administrator, and Human Resources, as needed.
- Screen visitors according to procedures established by management for entry into the District’s secure plant site.
- Create content for monthly newsletter and screen saver District-wide.
- Update and distribute District-wide employee directory, staff badges, and telephone list.
- Order office supplies as needed.
- Assist in maintaining the database management system (DBMS) to provide the most accurate and current information for the District.
- Maintain a constant presence at the designated work desk location and monitor site entry for access request, and surveillance equipment for workplace activities. Ensure adequate coverage of the desk before leaving for breaks, lunch periods, and other scheduled absences.
- Provide basic information to telephone callers, such as Beaver Water District’s address, directions to the facility locations, fax number, website address, and any other related information openly distributed by the District. Direct specific information requests (not given as standard information distribution) to the designated staff representative.

- Provide basic general administrative/office support by performing clerical activities as assigned.
- Distribution of mail, packages, or items in the Administration Center for all staff.
- All Beaver Water District positions require the employee to provide good customer service to both internal and external customers, maintain positive and effective working relationships with other District employees (especially members, of his or her own team), and have regular and reliable attendance that is non-disruptive.
- Other duties as assigned.

SECONDARY DUTIES AND RESPONSIBILITIES *(include but are not limited to the following)*

Any other Secondary duty as assigned.

MINIMUM QUALIFICATIONS

To perform the job successfully, an individual must be able to perform each essential function and responsibility satisfactorily. The minimum qualifications required to perform the essential duties and responsibilities are listed below. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

EDUCATION:

- High School Diploma or equivalent required.
- Bilingual skills are preferred, but not mandatory.

EXPERIENCE:

- Prior experience answering multiple incoming telephone lines and demonstrating the ability to handle multiple telephone calls at the same time is a requirement of the position.
- Basic skills in typing, basic skills in the use of a personal computer, Microsoft Office Applications, including Word, Excel, and PowerPoint, and other related software programs. Knowledge of email applications (i.e. Microsoft Outlook) is preferred. Must be able to effectively operate standard office equipment.
- Excellent oral and written communications skills. Must have professional appearance and strong customer service skills necessary to effectively greet people as they enter Beaver Water District, and courteously and effectively work with other Department staff, job applicants, vendors, external customers, and others.
- Self-starter with the ability to perform assignments with a minimum amount of guidance and/or instruction. Has strong ability to prioritize tasks. Understands when to seek guidance and direction for resolving conflicting priorities.
- Position requires high degree of organizational skills and the ability to multi-task and work independently while meeting job requirements and appropriate deadlines.

- Any equivalent combination of education, experience, and training which provides the desired knowledge, skills, and abilities will be evaluated.
- Strong working knowledge of governmental/municipal entities or quasi-governmental entities is preferred.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid Driver's License
- Valid automobile insurance
- Must be able to successfully pass a pre-employment drug screen, and criminal background assessment.

PHYSICAL DEMANDS

The physical demands described in the attachment to this job description entitled "Physical Demands of the Receptionist Essential Job Functions" are those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

MENTAL DEMANDS

Must be able to manage tasks and priorities, and complete job duties proficiently while adapting to changing demands and priorities. The employee must be able to work in a constant state of alertness and concentrate for long periods of time.

SAFETY SENSITIVE

This position is designated as a safety sensitive position because it requires working with highly sensitive and confidential Company and customer information. Performing this job in a discreet and professional manner requires alertness at all times. Any lapse in attention could have a significant financial impact on the Company and its customers.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

Most of the work required by this position is performed in the normal, indoor office environment.

The noise level in the normal office work environment is usually moderate.