MARK R. JOHNSON
Mayor

CITY OF COVINGTON
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Administrative Receptionist

Position #: 510
Work Location: City Hall
Reports To: Administrative Services Manager
Rate of Pay: $15 - $17/hour
Full Time, Non-Exempt position.

City Conformance Statement:
In the performance of the below respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision
- Interact professionally with other employees, customers and suppliers
- Work effectively as a team contributor on all assignments
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and customers.

General Job Description:
Provides customer service to the public visitors by greeting, welcoming, and directing visitors appropriately. Also responsible for answering incoming calls, directing calls to appropriate associates, and taking messages when necessary.

Essential Functions:

- Serve as receptionist for walk-in residents/customers seeking services or information.
- Answer incoming administrative/business telephone calls during business hours and direct the call to the appropriate personnel to address the situation.
- Provides callers with information such as City address, directions to City locations, City fax numbers, City website, etc.
- Directs visitors by maintaining employee and department directories and locations; giving instructions.
- Receive and process tree and fence permit applications and payments
- Process cemetery permit applications and payments
- Assist Administration in receiving messages, sending emails, mail and faxes when necessary.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations

Qualifications:

- High school diploma or GED equivalent
- Reliable transportation to and from work
- Good organizational skills as well as verbal and written communication skills.
- Ability to positively interact with public
- Ability to work independently with little direction

Minimum Required Knowledge, Skills & Abilities:

- Intermediate knowledge of Microsoft Word and Excel
- Ability to juggle multiple projects with superb accuracy
- Ability to learn and use permitting software, such as MyPermitsNow or equivalent
- Strong sense of urgency and problem solving skills
- Ability to use available resources, such as courthouse records, websites, archives, and legacy files
- Skill in operating standard office machines, including but not limited to, personal computer, Xerox machines, fax machine, etc.
- Ability to learn the applicable laws, ordinances, and department rules and regulations
- Ability to communicate effectively orally and in writing
- Ability to be detail oriented
- Ability to manage time efficiently with minimal supervision
- Ability to communicate effectively with employees interdepartmentally
- Ability to maintain confidentiality at all times
- Ability to read and interpret documents

Physical Requirements (with or without accommodation):

- Operate office equipment (computer, copier, fax machine, etc.)
- Ability to sit, talk and hear for a large majority of the working day
- Must be able to lift/move/carry approximately 25 pounds if required to perform the essential job function. If the employee is unable to lift/move/carry this weight and be accommodated without causing the department an "undue hardship" then the employee must be accommodated; therefore omitting lifting/moving/carrying as a physical requirement
- Ability to work indoors behind a desk

This job description does not necessarily cover every task or duty that might be assigned. Employees may be assigned additional responsibilities as necessary.

To apply for this position, please complete an online application of employment which can be found on our website, www.covla.com under the Human Resources section.