

City of Madison

Job Description



Title: Receptionist

Department: Recreation- Senior Center

FLSA Status: Part- Time

Pay Grade: 101

New Position Position Change Effective Date 10/1/2024

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

Serves as the primary Receptionist for the Madison Senior Center and serves a critical role as the first impression of, face of, and voice of the City of Madison Community Center. Serves as a courteous, helpful information resource for all Madison Senior Center and Recreation department activities (in person and on the telephone). Provides courteous and positive customer service to all visitors. This is a job share position requiring availability and flexibility to ensure there is seamless receptionist coverage during business hours.

Essential Functions/Major Responsibilities:

- Unlock entrance door upon arrival and locking the door at the end of the business daily.
- Update and refilling literature rack and counter rack.
- Greet each visitor warmly and professionally.
- Screen visitors to Madison Senior Center as needed.
- Serve as first line of resource for all telephone questions: must have knowledge of all meetings, processes and events at Senior Center.
- Answer telephone promptly and direct all calls accurately using a multi-line phone system.
- Take complete and accurate messages.
- Distribute all handouts available regarding Senior Center and/or activities (including newsletter, Senior Center calendar, guest and membership packet information).
- Assist in completion of computer input for registrations, room rentals, etc.
- Perform data entry tasks (including Excel spreadsheet work) to assist Madison Senior Center.
- Maintain process notebook and documentation to ensure seamless service.
- Perform other tasks and simple projects as assigned through Madison Senior Center office.
- Verifies Senior Center Memberships.

Secondary Functions:

- Post all facility holiday and special event closings as needed.
- Assist members with computer room access/sign-in.
- Deliver interoffice mail and daily deposits to City facilities as needed, driving city vehicle.
- Assists the Senior Center Director/Superintendent and Director of Parks and Recreation as needed.

- Performs other duties as assigned by Senior Center Director/Superintendent and Parks & Recreation Director or Assistant Director.

Job Scope:

- Must consistently demonstrate a high level of courteous customer relations and communication skills.
- Must consistently demonstrate a high level of judgment and discretion required for accessing and maintaining confidentiality and sensitive information.
- Perform Madison Senior Center communication of information, customer relations, receptionist duties with little to no directions, operating from established directions and instructions.
- Maintain professional appearance and demeanor at all times as a primary representative of the Madison Senior Center and Madison Community Center.

Interpersonal Contacts:

- Interacts with team of workers, including professional and administrative staff. Interacts with public on a daily basis. Must be able to work with general public due to frequent contact with seniors and answer informative questions. Must be able to follow instructions from supervisor.

Knowledge, Skills, and Abilities:

- Strong receptionist skills, including strong social interaction, communication skills and phone etiquette.
- Verbal skills to communicate information and needs to public officials, general public, coworkers and supervisor.
- Ability to work independently with little supervision.
- Knowledge of basic receptionist duties.
- Knowledge of computers, software (Microsoft Office, Word, and Excel), printers, etc. and strong data entry skills.
- Ability to follow instructions.
- Writing skills to write receipts, messages, etc.
- Reading skills to understand written instructions, memos, policies and procedures, facility forms, etc.
- Listening skills to understand verbal instructions and information.
- Strong team skills to interact positively with co-workers.

Education and/or Experience:

- High school diploma or equivalent required.
- Experience working with general public preferred.
- Experience in general office/receptionist duties, computer experience, use of multi-line telephone system, email communicating with the general public, etc.
- Driver's license and strong driving record required for use of city vehicle.

Job Conditions:

- Strong background record required, due to accessibility to employee and city property, public and senior citizens.
- Normal office working conditions.
- May require work in an environment where there are temperature fluctuations, noise, poor ventilation, dirt, dust, etc.

- May require occasional overtime and work on weekends.
- Must be able to work varying hours, extended hours, weekend and holidays and at times with little or no notice, etc.
- Must maintain a strong driving record for city insurance purposes and record may be checked periodically by the City.

Physical Capabilities:

- Ability to see well enough to observe patrons, facility forms, etc. (corrective lens acceptable).
- Ability to read well enough in order to read memos, letters, reports, etc.
- Ability to be mobile in order to deliver handwritten messages, assist public, etc.
- Ability to bend, climb, stand in order to complete job tasks.
- Ability to lift 15lbs with or without reasonable accommodations.
- Ability to hear well enough to understand normal conversation, hear persons from a distance, hear telephone, etc. (hearing aid acceptable).
- Ability to communicate verbally and orally with general public, coworkers, supervisors and senior citizens/patrons and to be heard from a distance.
- Use of hands and fingers to type, write, file and operate office equipment.
- Ability to work on computer for extended periods of time.
- Ability to sit or stand for extended periods of time.

Mayor Approval, Date

Department Head Approval, Date