



City of Madison

Job Description

Title: Receptionist – Community Center Department: Parks & Recreation

Exempt/Nonexempt: N Pay Grade: 8 Effective Date: 5/13/2024

New Position: X Position Change: Reports to: Administrative Superintendent

Subordinate Staff: None

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:

Responsible for reception area customer service duties at the Madison Community Center, including opening and closing procedures, greeting visitors, receiving, and routing incoming phone calls, and maintaining reception area.

Essential Functions/Major Responsibilities:

- Performs receptionist duties including answering incoming calls, giving information as needed, forwarding calls, and taking and forwarding messages when necessary.
- Responsible for turning on all inside lights and reception equipment.
- Unlocking entrance door upon arrival and locking the door at the end of the business day.
- Greet and assist all patrons as needed.
- Assists patrons in registering for classes.
- Assists staff with input of registration details, room rentals, etc.
- Accepts payments for Senior Center, program registrations, and memberships.
- Updates and refills literature rack and counter rack.
- Performs other duties as assigned by supervisor or Department Director.

Secondary Functions:

- Posts all facility holiday and special event closings as needed.
- Gives tours of the community center and assists patrons when renting rooms.
- Takes interoffice mail and daily deposits to City Hall as needed, occasionally driving city vehicle.
- Assists management staff as needed.

Job Scope:

- Performs duties with little direction given, operating from established schedule and instructions.

Supervisory Responsibility:

None

Interpersonal Contacts:

Interacts with team of workers, including professional and administrative staff. Interacts with the public daily. Must be able to work with public and to answer informative questions. Must be able to follow instructions from supervisor.

Specific Job Skills:

- 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.
- Knowledge of basic cash register operation.
- Ability to follow instructions.
- Writing skills to write receipts, messages, documentation for bill payments, 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.
- Ability to handle multiple tasks effectively and simultaneously.
- General knowledge of Parks and Recreation programs and locations.

Education and/or Experience:

- High school diploma or equivalent required.
- At least two years of experience in general office and/or receptionist duties, computer experience, answering phones, communicating with the general public, etc.
- Experience working with general public, senior citizens, and children preferred.
- 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, children, and senior citizens.
- Normal office working conditions.
- May require occasional overtime and work on weekends.
- May occasionally be required to attend evening meetings, such as council meetings, etc.
- May require work in an environment where there are temperature fluctuations, noise, poor ventilation, dirt, dust, 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 lenses 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 the public, etc.
- Ability to bend, climb, stand in order to complete job tasks.
- Ability to hear well enough to understand normal conversation, hear people 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 a computer for extended periods of time.
- Ability to sit for extended periods of time.

Mayor Approval

Date

Department Head Approval

Date