

	<b>POLICY - ADMIN 100 (2.1.62)</b> <b>JOB DESCRIPTION</b> <i>Receptionist</i>		
<b>Approved By:</b> <i>Matt Cassin</i>	<b>Original Job Description Date:</b> 03/31/2026	<b>Revision Date:</b> NEW	
<b>Supersedes:</b>		<b>See Also:</b>	

**SUMMARY**

This is a non-exempt, non-supervisory position reporting to, and at the direction of, the Administrative Director in coordination with the Chief Administrative Officer. The role provides front desk reception and comprehensive administrative support, including records management, data entry, customer service, and coordination with staff, the public, and partner agencies. Employees must demonstrate professionalism, attention to detail, accuracy, confidentiality, strong organizational skills, and the ability to work independently while meeting deadlines. The position requires effective communication with a diverse population.

This is a non-uniformed position represented by the International Association of Firefighters (IAFF) Local 1760.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The essential duties and responsibilities may include, but are not limited to the functions listed below. A detailed breakdown of the specific job responsibilities may be found in the individual procedures for this position.*

**Core Administrative Support Duties:**

*These are the minimum expectations for ALL Administrative Support Staff regardless of assignment.*

- Provide independent administrative support, including scheduling meetings and coordinating schedules.
- Answer and direct telephone calls and inquiries using professional, courteous, and responsive communication.
- Maintain accurate and confidential paper and electronic records and filing systems.
- As an employee of an emergency response organization, may be required to report to work in times of disaster.
- May be required to work some evenings and/or weekends.
- Perform miscellaneous administrative duties as assigned.

**Receptionist and Front Desk Duties:**

- Serve as the Department’s primary receptionist, greeting visitors and directing calls and in-person inquiries.
- Open and distribute mail; manage deliveries and outgoing shipments.
- Receive and process monetary donations and route funds appropriately.
- Maintain lobby, conference rooms, and common areas.
- Ensure adequate inventory of all office supplies for the Department within the constraints of the approved budget lines.
- Order and maintain toner cartridges for the Department’s copiers and schedule requests for service as needed.

### **Additional Administrative Responsibilities**

- Serve as the after hours backup to the Recording Secretary:
  - Prepare packets for distribution.
  - Attend and take minutes as needed.
- Mail vendor payments.
- Assist with preparation and distribution of departmental materials, including copying, collating, and assembling documents as needed.
- Provide logistical support for Department meetings and events, including ordering food and supplies, coordinating room setup and breakdown, and ensuring events are properly prepared and supported.
- Assist with the ongoing maintenance and destruction of public records (master file room and human resources) as assigned and in accordance with established guidelines.
- Provide assistance with forms, supplies, and software, as needed.

### **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty thoroughly and acceptably. Reasonable accommodations may be offered to qualified individuals with disabilities to help perform the essential functions of the position, in accordance with applicable law. Individuals must satisfactorily complete a criminal history background check. The requirements listed in this job description are representative of the knowledge, skill, and/or abilities required. The employee will strive at all times to excel in the following competencies necessary to accomplish the duties listed.

#### **Knowledge:**

- Proficiency with modern office software (MS Word, Excel, Outlook) and standard office equipment.
- Knowledge of office administration, recordkeeping procedures, and customer service practices.
- The employee must have proficient knowledge of Department organizational structure and function within three months of employment with the Department.

#### **Skills and Abilities:**

- Strong written and verbal communication skills. Ability to read, write, speak and communicate using the English language.
- High level of accuracy, confidentiality, and attention to detail.
- Excellent organizational, time management, and problem-solving skills.
- Ability to type at least 50 words per minute, or at an acceptable level of proficiency as required by the position.
- Ability to work independently, manage multiple priorities, and function effectively in a stressful environment. Ability to meet and deal with the public and staff in a pleasant, courteous and professional manner, and at times, during stressful situations.

#### **Personal Attributes:**

- Professional, respectful, trustworthy, and culturally aware.
- Flexible, dependable, and service-oriented.
- Friendly, approachable, and welcoming

#### **Education and/or Experience:**

- A High School Diploma or General Education Degree (GED) and, a minimum of two (2) years of responsible administrative support experience, or an equivalent combination of education and experience.

**Physical Demands and Work Environment**

- Primarily sedentary office work with occasional standing, walking, bending, and lifting up to 25 pounds.
- Work is performed on-site in a shared office environment.

*The statements contained herein reflect general details to describe the principle functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workload. The omission of specific statements of duties does not exclude them from the position if the work is similar related or a logical assignment to the position.*