



Job Description

Position: Receptionist/Clerk – Senior Center
Primary Location: Senior Center
Employment Status: Part-time, Hourly, Non-Exempt
Reports To: Senior Center Director
Description Updated On: September 21, 2021

Summary/Objective

The Clerk/Receptionist is responsible for the provision of administrative and clerical services consistent with department policies and procedures. Employee is required to perform all similar or related duties.

Essential Functions

- Greets and assists all visitors to the Senior Center, directing visitors to appropriate person and providing assistance to all visitors, ensuring their needs are being met.
- Performs general administrative and clerical duties including preparing correspondence, filing, record keeping, answering telephones, taking messages, scheduling appointments, and meetings.
- Receives and responds to inquiries and complaints from the public, both in person and on the telephone, refers questions to supervisor or appropriate authority when necessary.
- Prepares and processes weekly bill warrants for payments, gathers all timecards from employees for supervisor signature, and prepares and delivers to Town Hall.
- Prepares and maintains all calendars for activities and programs held at the Senior Center, including daily rosters, electronic calendars, and all calendars and schedules for the Newsletters.
- Interacts with seniors on initial membership information for input into 'MY SENIOR CENTER' and maintains and inputs data into "MY SENIOR CENTER" database.
- Works with volunteers and seniors, ensuring that all units of service are being recorded.
- Maintains records of activity for each program/activity provided through the Senior Center and monitors the status of programs/activities.
- Collects and records all donations being received to the Senior Center.
- Maintains sign-up sheets for all activities, programs and trips provided through the Senior Center.
- Checks books and periodicals in and out of the Senior Center library.
- Performs a wide range of clerical tasks as required, including but not limited to typing correspondence, filing documents, and maintaining Senior Center attendance records.
- Receives and transfers incoming telephone calls to appropriate department personnel.
- Assists in preparing the Newsletter.
- Assists volunteers as needed.

Required Qualifications, Education, and Experience

High School Diploma or equivalent; one (1) year related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills,

and abilities to perform the essential functions of the job.

Knowledge, Skills, & Abilities

- Knowledge of common policies, practices, and procedures of the department and office operations, laws, and regulations pertinent to position functions.
- Must demonstrate proficient written and oral communication skills.
- Ability to interact effectively and appropriately with the public and other personnel and perform multiple tasks in a detailed and organized manner.

Physical and Mental Job Requirements

- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Make decisions that have an impact on the immediate work unit's operations and/or services
 - Communicate and exchange routine/basic information
 - Communicate and explain a variety of information
 - Memorization/concentration
 - Learning/knowledge retention
 - Emotional/behavioral self-regulation
 - Interacting with others

Work Environment

- The functions of this role are conducted in an office environment.

Hours of Work

- This role is paid on an hourly basis.
- Typically, part-time employees work 19 hours during a variable workweek.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties

or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____