



## Town of Sullivan's Island, South Carolina

### RECEPTIONIST

DEPARTMENT: General Administration  
SUPERVISOR: Town Administrator

FLSA: Non-exempt

#### **FUNCTION:**

The Receptionist purpose shall perform non-supervisory customer service and general administrative tasks in support of the General Administration and Building Departments, located in Town Hall. Employee is required to perform all similar or related duties.

#### **DUTIES & RESPONSIBILITIES:**

**The following duties are normal for this classification. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

1. Initial, primary customer contact for callers and visitors at Town Hall, fielding telephone calls on a multi-line digital phone system, greeting and directing walk-in customers to appropriate staff.
2. Provide administrative support for general customer service activity in Town Hall, such as issuing dog licenses, accepting water payments in clerk's absence, provide notary services to general public, handle beach fire permits and beach accessible handicap wheelchair reservations, scanning and filing documents, etc.
3. Collect Town mail daily and distribute to appropriate staff and departments.
4. Assist Municipal Court by collecting monies for Court at bench trial sessions.
5. Perform general office duties and other related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

**Education and Experience:** Associates degree (preferred but not mandatory), minimum high school diploma or GED, three to five (3-5) years of office experience (municipal or government experience preferred), demonstrated customer service experience, computer skills (Microsoft Word and Excel); 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.

**Special Requirements:** None

**KNOWLEDGE, ABILITIES & SKILLS:**

**Knowledge:** Working knowledge of office procedures and practices

**Abilities:** Self-starter with strong customer service abilities, professional demeanor and presentation; ability to effectively and efficiently manage a variety of work requests across multiple departments.

Ability to establish and maintain effective and harmonious working relationships with Town officials and departments, state agencies and the general public; ability to communicate effectively in written and oral form; ability to establish and maintain effective record keeping systems; ability to operate a multi-line telephone, calculator, standard office equipment and ability to operate a computer and office software.

**Skills:** Good time management skills and skills in operating computers and applicable word processing, filing and organization.

**PHYSICAL AND MENTAL REQUIREMENTS:**

**Physical Ability:** Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as ledgers or photocopy and computer paper (up to 20lbs.).

**Motor Skills:**

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

**Visual Demands:**

Routinely reads documents for analytical purposes and constantly reads documents for general understanding.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

	LOW	MED	HIGH
Salary range:	\$28,000	\$30,000	\$32,000

*The Town of Sullivan’s Island is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town of Sullivan’s Island will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*