

**POSITION DESCRIPTION
VILAS COUNTY**

SECTION I: GENERAL INFORMATION	DRAFT	FINAL X
Position Title: Receptionist	Department: Aging and Disability Resource Center	
Immediate Supervisor's Position Title: Aging and Disability Resource Center Director	FLSA Status/Pay Classification Code: Non-Exempt	
Original Description Date: September, 2018	Revised Date:	
Oversight Committee: Commission on Aging Board	Approved Date:	
Approved by: Human Resources Director	Approved Date: July 2016	

Job Summary:

This position serves as the primary point-of-contact for the Aging and Disability Resource Center for both phone and walk-in inquires. This is a part-time Employee position. Work requires independent judgment. All duties and responsibilities are performed under and subject to the review and guidance of the Aging and Disability Resource Center Director.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Professionally manages multiple incoming phone lines and greets the public providing accurate basic information or evaluating the inquiry for referral to the appropriate department staff.
2. Performs general office work including typing correspondence and reports, answering and routing telephone calls, sorting and distributing mail, etc.
3. Arranges for volunteer drivers as requested through the volunteer transportation program.
4. Providing basic information to and answering the basic questions of older adults and their families about programs offered by the Aging and Disability Resource Center.
5. Maintains confidentiality regarding Aging and Disability Resource Center records, operations and clients.
6. Maintains front desk resources for easy access to current department information and programs.
7. Performs general secretarial duties for department staff including but not limited to copying, filing, collating folders, faxing, typing, etc.
8. All other duties as assigned.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS:

A. Education/Knowledge:

<input checked="" type="checkbox"/> High School Diploma or Equivalent	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A	Major field of study or emphasis:
<input type="checkbox"/> 2 Year College Degree	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	
<input type="checkbox"/> 4 Year College Degree	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	

B. Licensure/Certification:

<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A
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C. Required Work Experience:

<input checked="" type="checkbox"/> In addition to Education/Licensure	<input type="checkbox"/> Instead of Education/Licensure
One year work experience in an office as a secretary or typist.	

SECTION IV: ESSENTIAL SKILLS REQUIRED TO PERFORM POSITION:

- Knowledge of general office operations and work with a high level of accuracy.
- Must have good computer, typing and writing skills.
- Must have the ability to understand the basics of Receptionist position.

SECTION V: RESPONSIBILITY FOR SUPERVISION OVER THE FOLLOWING POSITIONS:

Titles of Positions Supervised:	# of Employees:
N/A	

SECTION VI: JOB DESCRIPTION APPROVAL:

This position description reflects an accurate and complete description of the duties and responsibilities assigned to the position:

Employee Signature:	Date:
Supervisor Signature:	Date:
Human Resources Signature:	Date:

VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and a skill required of the person so classified and may be subject to change by the County without notice.