

Job title	Cashier/Receptionist
Reports to	<i>Office Coordinator</i>
Next Level Manger	<i>Director of Community Development</i>

Job Summary

The Cashier/Receptionist is a member of the administrative support team for the Community Development Directorate and reports to the Office Coordinator. This position provides customer service with some administrative functions. This position is a part time term position and works 25 hours per week (normally at our Bridgetown office).

Duties and Responsibilities

- Greets the public, responding to questions and, as necessary, refers members of the public to specific Municipal employees, provincial agencies, or proper authority
- Reviews all incoming mail, faxes and social media and distributes to appropriate staff; reviews and distributes all email to appropriate staff; processes incoming and outgoing mail
- Collects contact information and maintains an efficient database in MS Outlook for staff use including external community contacts such a contractors, suppliers, government agencies
- Receives and prepares payment receipts for property taxes, sewer and water service invoices, permit application fees, dog registrations and other revenue received for the Municipality
- Performs SAP related activities associated with invoicing, accepting payments and daily deposits (complete deposit slips, compile daily cash reports and notify Manager of Revenue to sign off).
- Under the supervision of the Office Coordinator, assists recreation services staff with special projects when required
- Has responsibility for recreational facilities and equipment bookings (Raven Haven bookings prior to summer opening).
- Assists residents with tax exemption forms and provincial senior’s rebate forms.
- Assists staff with uploading & updating information for Community Development on County website.
- Researches / prepares data for specials projects as assigned by Office Coordinator.
- Has primary responsibility for recreation services record management system including file creation, file number assignment and maintaining / submitting file list.
- Provides administrative support to Community Development as assigned by the Office Coordinator (including but not limited preparing agendas, drafting minutes and assisting in the coordination and follow up action on Council and Committee motions, decisions and directions as assigned).
- Participates in ongoing planning, testing and implementing continuous improvement in administrative systems and processes.
- Other such reasonably related duties as may be assigned by the Office Coordinator

Qualifications

Experience and Training

- Post-secondary education with emphasis in computer, communication and office skills
- Minimum three years’ experience in office environment
- High level of proficiency in Microsoft Office
- SAP (may be provided by employer)
- First Aid (may be provided by employer)
- WHMIS 2015
- Safety Orientation (provided by employer)

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Knowledge

- Work experience and training in municipal government environment considered an asset

Ability

The incumbent must have the ability to:

- Prepare clear and concise reports
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work
- Ability to organize workload, adapt quickly to change, and deliver under the pressure of deadlines
- Maintain confidentiality

Competencies

Values Diversity -Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures. Diversity is beneficial to the organization and community. It applies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.

Communication - Communication is effective, timely, and relevant exchange of information that is respectful of the diversity of people, and the geography and working environments of our employees. It includes receiving information, listening, understanding and responding openly and effectively in interactions with others. It also implies this information is processed into actions.

Customer Service - Implies a desire to help or serve others, to meet their needs. It means focusing one's efforts on discovering and meeting the customer or client's needs. "Customers" include internal colleagues, citizens, elected officials or anyone that the person is trying to help.

Achievement Motivation - Focuses efforts on working well and / or competing against a standard of excellence while achieving high quality results.

Work Safety - Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or activities. This includes adhering to safe practices and standard operating procedures established to reduce risks. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

Duty of Loyalty - As a representative of the County of Annapolis, every employee has a legal obligation to avoid acting in a manner that's contrary to the County's interests. This includes refraining from public criticism of the County's practices or personnel, as well an obligation to maintain confidentiality. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

Working conditions

This position must:

- Report for work from 8:30 to 1:30 unless otherwise directed by the Office Coordinator
- Be available for reasonable overtime (evenings and weekends) upon prior approval of supervisor
- Attend meetings, both at and away from the office and some will be outside normal business hours
- Be able to multi-task
- Have and maintain a valid Nova Scotia Class 5 driver's license and use of a reliable vehicle
- Be willing to use own vehicle with mileage reimbursement paid according to the current municipal rate
- Be physically and emotionally able to cope with stresses and responsibilities associated with the position
- Be aware of the confidentiality requirements of the job

Physical requirements

- This position works primarily in an office environment

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Direct reports

- None

CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Linda Bent</p> <p>_____ Office Coordinator / Dev Officer</p> <p>_____ Supervisor's Title Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ John Ferguson, Chief Administrative Officer _____ Date</p> <p>I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.