

CITY OF LAPEER
PART-TIME RECEPTIONIST - POLICE AND FIRE DEPARTMENTS

City of Lapeer's Police/Fire Departments is hiring a Part-Time Receptionist. This position starts at \$11.00/hour and is a Union position with the Teamsters working 29 hours per week. Responsibilities include but are not limited to: Selected candidate will be the first point of contact for persons seeking services of Police/Fire departments. Performs customer service oriented receptionist duties. Greets and helps visitors, handle inquiries; both on the phone and in person. Strong oral communication skills, listening skills, computer skills, and the ability to deal with persons that may be under stress, controlled substances, or other impairment will be required. Must be dependable, reliable and confidential in all aspects of the position. Must have a valid driver's license, high school graduate or GED, and be able to pass a background/criminal check as well as a drug screen. Please send your letter of interest with application and/or resume to: Tracey Russell, City of Lapeer, 576 Liberty Park, Lapeer, MI 48446, or email to Trussell@ci.lapeer.mi.us. **Deadline for application submission is August 24, 2018, 4:00p.m.** The City of Lapeer is an Equal Opportunity Employer.

CITY OF LAPEER
JOB DESCRIPTION

Job Title: Receptionist - Police and Fire Departments
Department: Police and Fire Departments
Reports To: Fire Chief and Police Chief
Employment Status: Part Time
FLSA Status: Non-Exempt
Developed by: David Frisch, Police Chief
Terry Kluge, Fire Chief
Approved By: Dale Kerbyson, City Manager
Approved Date: August 10, 2018

POSITION SUMMARY & GENERAL DUTIES

This is a part time, Teamster Union position, working no more than 29 hours per week. Performs customer service oriented (consistent and dependable) receptionist duties for the Police and Fire Departments. Greets and helps visitors, handles inquiries; both on the phone and in person.

Employee functions as the receptionist and first point of contact for persons seeking services of the Police and Fire departments. The employee is responsible for directing those seeking services both in person and by telephone to the proper police or fire personnel.

Strong oral communication skills, listening skills, and the ability to deal with persons that may be under stress, controlled substances, or other impairment will be required. Most of the work in this class is of a confidential nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Initial point of contact for all persons entering the Public Safety Building. Welcomes visitors and callers by greeting them; answers questions, directs visitors or refers inquires to the appropriate person.

Promptly answers all incoming calls to the Public Safety Building; provides accurate information; when necessary, connects caller with correct voicemail account.

Attempts to screen calls for proper assignment to the appropriate party.

Differentiates emergency related calls from routine calls for service; redirects emergency calls to 911 center.

Takes phone messages, and advises staff of messages via building phone system and/or internal email system.

Issues burn permits for contracted townships and enters permits into records management system.

Maintains security by following established procedures, monitors visitor status in reception area, maintains visitor logbook, issues visitor badges.

Issues and maintains records of bicycle licenses and garage sale permits.

Makes copies of traffic accident and fire incident reports.

Collects fees for purchase of traffic accident reports, bicycle licenses, fire incident reports, photographic records, and other services as required.

Receives, sorts, and distributes mail and deliveries.

Maintains safe and clean work station and reception areas.

Perform other tasks as assigned.

POSITION REQUIREMENTS

Must be eighteen (18) years of age or older at time of hire. Completion of a standard high school curriculum or GED equivalency is required. Must have a valid Michigan Driver's License.

Must not have any misdemeanor or felony convictions, or any disqualifying criminal history.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must possess the ability to deal courteously and effectively with the public, as well as be able to maintain composure under stressful situations.

Must have the ability to operate the multiline telephone and building communications systems used within the Public Safety Building.

Must have the ability to type a minimum of 25 words per minute.

Must have basic computer skills (including use of word processing programs), and ability to operate various basic office equipment.

Must be able to successfully complete basic LEIN security awareness testing.

Must have the ability to think clearly, and interpret orders and directions.

Must successfully complete a background investigation to the satisfaction of the City.

DESIRED EXPERIENCE AND TRAINING

Prior experience with an emergency service agency is desired but not required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating instructions, and policy and procedure manuals. Must be able to satisfactorily communicate in English, both orally and in writing, including understanding and following oral and written instructions. Must have the ability to hear and orally respond to telephone calls and radio communications.

REASONING ABILITY

Ability to apply common sense understanding to carry out the essential functions of the department's operational orders, policies and practices.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts. Perform addition and subtraction and multiplication.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; use hands and fingers to handle and feel; reach with hands and arms; balance; stoop, kneel, crouch, talk, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and the ability to focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position may require an employee to work in daylight and evening hours and during adverse weather conditions. At times the employee can expect to be under significant stress. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.