

## Position Job Description

### Receptionist-Clerk

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**Full Time Employee**  
**Non-exempt**  
**Salary range: Group 4**  
**\$12 to \$17 per hour**

**General Description of Duties:** This position acts as receptionist and clerk, receives payments, applications for facility use, maintains the calendar of events and activities provides basic information regarding the Port and answers the telephone and greets people coming into the offices. Makes copies, takes messages and generally supports the various departments and functions of the Port. Properly documents and registers all payments in the QuickBooks system.

Provides general information, assistance and answers questions from customers.

#### **Work Tasks Include:**

1. Front desk telephone reception. Responsible for disseminating specific and basic information regarding the Port and community. Routing specific and technical requests to other staff members to handle.
2. Takes customer/public complaints and routes them to the appropriate staff.
3. Acts as cashier for all payments for services and facilities. Enters data into the QuickBooks system.
4. Maintains updates and changes the event and facility calendar in coordination with both the Marketing and Development Manager and Recreation Coordinator. Disseminates information on policies and rules regarding facility use. Issues keys and maintains record of on key holders and the check out and return of keys.
5. Assists in completing mailings, supports the dissemination of the monthly and or special newsletters.
6. Keeps the front office/reception area neat and clean at all times.
7. Provides clerical support to the departments as the work load allows.
8. Performs secretarial work including typing, word processing, mail. Filing and other projects as designated by the Department Head.
9. Makes copies for staff and the general public.
10. Issues packages and materials delivered for PCT hikers.
11. Other duties as may be assigned.

**EDUCATION AND EXPERIENCE REQUIRED:** Equivalent to a high school diploma and preferably an AA degree or major school work in office management, public relations or a related field.

1. 2-3 years' experience in office work or customer service.
2. A high school diploma or GED.
3. An Oregon Driver's License. (Can substitute a Washington License)
4. Good customer service techniques.
5. Experience in cash handling and accounting using QuickBooks.
6. Experience in data entry, computation and tabulation with reasonably good speed.
7. Able to type 50-60 words per minute.

### **SELECTION PROCESS:**

The following steps will be implemented in filling this position.

1. An application flyer will be posted "in-house" encouraging existing employees to apply for this position simultaneously with outside recruitment. (Three weeks)
2. Pre-screening all applications to verify experience and skills.
3. Interviews with the General Manager and Department Heads and Managers. (One member of the Commission will sit in)
4. Selection of a final candidate for pre-employment screening.
5. Job offer.
6. Start work October 1, 2014.