

# **Richland County**

## **Position Description**

**Position Title:** Receptionist

**Department:** Symons Recreation Complex

**Reports to:** Symons Director

**Pay Grade:** 135/GB

**Date:** 09/25/2024

**Hours per week:** 20

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### **Purpose of Position**

Responsible to perform receptionist, clerical and customer service work supporting the operations of the Symons Recreation Complex.

### **Essential Duties and Responsibilities**

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs reception tasks including receiving members and visitors, answering telephone calls, providing information, and relaying messages.
- Sells facility memberships and FOBS and updates membership records.
- Provides information and answers questions about the facility, memberships, and classes.
- Registers members and non-members for classes offered by the facility.
- Performs data entry, record filing and other clerical support tasks.
- Performs some cleaning and maintenance of work areas.
- Attends trainings and meetings.
- Schedules swim lessons and parties.
- Performs other duties as assigned or apparent.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent and basic clerical and computer skills. Ability to obtain First Aid/CPR/AED certification.

### **Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Language Ability and Interpersonal Communications**

- Ability to communicate effectively, orally and in writing, and have strong positive customer service skills.
- Ability to establish and maintain effective working relationships with others.
- Ability to remain calm under pressure.

#### **Skills, Knowledge, and Abilities**

- Knowledge of modern office procedures, equipment, and software.

- Experience with computer data entry.
- Ability to prepare reports and records.
- Ability to learn and adapt new computer skills to perform duties efficiently.
- Knowledge of Microsoft Office Suite software.
- Ability to perform fairly standard procedures using basic analytical ability.

### **Physical Requirements**

- Ability to exert moderate physical effort in sedentary to light work, involving stooping, kneeling, and crouching. Ability to handle, finger, and feel. Ability to lift, carry, push, and pull.

### **Working Conditions**

- Work is performed in an office setting. Headaches, eyestrain, and other related occupational hazards reflect the most common potential for injury.
- Work is light duty and sedentary with the ability to lift, carry or push up to 20 pounds.

### **Special Requirement**

As a post-offer pre-employment condition, a criminal background check must be completed and passed. Richland County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history. Wisconsin's Fair Employment Law, s.111.31-111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. Management reserves the right to make employment contingent upon the successful completion of the background check. The cost of the background check will be covered by Richland County.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date