# Village of Steger

## Community Center Receptionist

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Receptionist</th>
<th>Job Category:</th>
<th>Administrative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Community Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td>3501 Hopkins Avenue</td>
<td>Personal Vehicle Required:</td>
<td>No</td>
</tr>
<tr>
<td>Level/Salary Range:</td>
<td>$10.00-$12.00/hr</td>
<td>Position Type:</td>
<td>Part time up to 30 hours per week</td>
</tr>
<tr>
<td>Will Train Applicant(s):</td>
<td>Yes</td>
<td>Posting Expires:</td>
<td>When Filled</td>
</tr>
</tbody>
</table>

**MAIL:**

All applications may be picked up and dropped off at:

Steger Village Hall/Temporary Location
3320 Lewis St
Steger, IL 60475

**Attention Human Resources**

You may also get the application on line and return it via email to:

humanresources@villageofsteger.org
Village of Steger

Job Title: Receptionist
Department: Community Center
Reports To: Director

Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Retrieves messages from voice mail and forwards to appropriate personnel.

Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.

Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.

Answers questions about organization and provides callers with address, directions, and other information.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.

Monitors visitor access and issues passes when required. Update Community Center calendars.

Receives, sorts, and routes mail

Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.

Takes payments for services and products.

Orders, receives, and maintains office supplies.

Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.

Performs other clerical duties as needed, such as filing, photocopying, and collating.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Teamwork - Contributes to building a positive team spirit.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Motivation - Sets and achieves challenging goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills:** Ability to add and subtract two digit numbers and to multiply and divide. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability:** *Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.*

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Spreadsheet software and Word Processing software.

**Other Duties:** Do a walkthrough of the building...checking gym, washrooms, workout room to see if anyone needs anything.

- Daily duties: After doing (opening, afternoon or evening duties) Check both hall and gym book for activities of the day.
- Utilizes a team approach to develop collaborative relationships within area of responsibilities to achieve goal and objectives.
- Set-up any hall or gym events for the day.
- Check Community Center supplies and replenish when needed.
- General cleaning of the Community Center as needed.
  - Hall tables and kitchen area cleaned daily.
  - Lobby area presentable
  - Office area – everything put away and in its proper place, phones and desk areas wiped with disinfectant every day.
  - Any mess that you see that needs attention.
- Input any sport registration as needed.
- Make I.D.'s
- Change marquee as needed
- Help with afterschool children...Homework help, crafts, games etc.
- Show new clients around the facility and inform them how to use equipment correctly and explain any and all rules for the building.
- Process all Hall rentals, gym functions and record them in appropriate book.
- Make sure all advertising flyers are up to date and abundant in display case.
- Provide coffee service for customers in the morning until 12 noon.
- Clean out coffee pot after empty or time exceeds.
- Wipe down and restock coffee cart, wipe down table and make Lobby presentable.
- Make coffee night before and put on timer.
- Provide outside maintenance for Community Center such as weed control and snow removal.
- Decorate for holidays.
- Clean and maintain shed and cleaning supply room.
- Cleaning of the Community Center as needed. This would mean wiping down tables, cleaning of the kitchen, wiping down exercise equipment, replacing toilet paper, wiping down toilets and sinks etc.

After each shift: Each person is responsible to clean and make presentable their work area

**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 regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The Employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must be able lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.