

Maquoketa Valley Electric Cooperative
Job Description NRECA Job Code 32-2523

Job Title:	Receptionist	Prepared By:	Human Resources
Department:	Public Relations	Prepared Date:	December 27, 2017
Reports To:	Director of Public Relations	Approved By:	Patty Manuel
FLSA Status:	Non-exempt - Hourly	Approved Date:	December 2017

SUMMARY

The Receptionist shall present him/herself in a professional manner, always striving to leave a good impression of the Cooperative from both a member and a community perspective.

The Receptionist is in many ways responsible for our members' first impression of our organization. The Receptionist is responsible for in-person communication for the walk in public and by phone - reaching our entire membership and the general public.

Office duties include answering phone calls and routing them to the appropriate individuals who can help the caller. The Receptionist may be able to address the callers concerns without forwarding the call. This position is required to collect payments brought to the office, and to document all such payments within the cooperative's record system.

This position will perform general clerical duties such as data entry, document scanning, or database maintenance as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended to describe the general nature and level of work being performed by the individual. They are not intended to be construed as an exhaustive list of all responsibilities. The Receptionist shall be required to perform any other duties assigned in order to fulfill the objective of the Cooperative.

First line of answer for all incoming calls; respond to member questions as able and/or route to appropriate personnel

Receive, log, and route outage calls

Greet visitors and members and assist as needed, including receiving and posting payments

Balance cash drawer on daily basis

Collect and disburse office mail, including trips to the post office to deliver mail

Document imaging for all departments

Disperse after-hours messages to appropriate personnel

Assist with Cooperative events and work at events as needed

Responsible for providing a safe work environment for themselves and all employees working near them.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory duties.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each 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 equivalent is required.

Experience with Data Entry and working with the public is preferred

Must be able to operate standard office equipment including multi-line telephones, computers and printers.

Language Skills

This position must have the ability to read, analyze and interpret information regarding the Cooperative for visitors and members. Must be able to speak clearly, and communicate with the general public both in person and by phone.

Mathematical Skills/Computer Skills

Basic math skills are required as well as proficiency with Microsoft Word and Excel.

Reasoning Ability

Ability to apply common sense understanding and to carry out instructions furnished in written or oral form; ability to define problems, collect data, establish facts and draw conclusions.

Required licensing or certifications

Valid Iowa Driver's License

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 sit, use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee will regularly lift 25 pounds and occasionally lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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. The position is located inside the Cooperative Headquarters. Traveling for the Cooperative may be required. Irregular hours including nights, weekends and holidays may be required during emergencies or when assisting at Cooperative events.

EXTERNAL RELATIONSHIPS

This position will also work frequently with people outside the Cooperative, extending a positive professional image of Maquoketa Valley Electric Cooperative in all communication and actions.

Members: Advises and assists members in every way possible. Takes advantage of the opportunity to obtain increased understanding and acceptance of cooperative objectives, policies, plans, and programs.

General Public: Maintains friendly, cooperative relationships with the general public in the performance of responsibilities.