



John Monino, Supervisor
Yadav Nathwani, Clerk
Jeff Castle, Trustee
Drew Ellis, Trustee
Joe Soto, Trustee
Dan Milinko, Trustee

**MILTON TOWNSHIP
SUPERVISOR JOHN MONINO**

County of DuPage
1492 North Main Street
Wheaton, IL 60187

630.668.1616
630.668.1608

Job Description

Position: Full-Time Receptionist

Department: Administrative Services

Reports To: Township Administrator

Position Summary: Under the direction of the Township Administrator, this position is responsible for carrying out duties that include general clerical and reception-based work.

This position is responsible for providing direct support services to department staff in addition to responsive and accurate customer service assistance to residents. Maintains a professional image through in-person, email and phone interactions. The receptionist assists visitors with information on Town and General Assistance programs. Performs other duties as required for the successful operation of the Administrative Services Department.

Essential Job Functions:

- Oversee the operation of the front desk including answering and routing phone calls, relaying messages to staff members in an accurate and timely manner and being courteous while greeting visitors.
- Must arrive on time every day to open the office to the residents.
- Manage a sometimes hectic waiting area, including, but not limited to supplying brochures, community event information and cleanliness.
- Provide information and assistance to residents on programs, including, but not limited to, food pantry, general assistance, senior services, vehicle stickers and voter registration.
- Supply information regarding the Township to the public, clients and customers and ensure that the available information is current.
- Assist with clerical support projects including, but not limited to, mailings, reports, correspondence, and typing.
- Responsible for opening, date stamping, sorting, and distributing postal mail.
- Accept donations to the Food Pantry and provide receipt for donors.
- Intake weed ordinance complaints, issue warnings and work with weed inspector to schedule cutting of violators lawns when needed.

Other Job Functions:

- Performs all other duties as assigned by staff.

Required Knowledge, Skills, and Abilities:

- Ability to work autonomously, identify and resolve issues in a timely manner and effectively prioritize work activities.
- Ability to maintain professional customer service image and services and also have patience and understanding due to the type of clients we are assisting.
- Ability to read, comprehend, listen to and follow complex verbal or written instruction from multiple sources.
- Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Ability to maintain effective professional relationships with elected officials, staff, residents, and vendors.
- Skills to utilize computer programs for word processing, data entry, spreadsheets and database software.
- Knowledge of office equipment utilization procedures, such as printers, phones, computers, and copiers.

Education, Experience, and Computer Skills:

- High School Diploma or GED required.
- One year of administrative experience preferred.
- Extensive knowledge of all Microsoft Office applications required including, but not limited to, Word and Excel and internet use.

Special Requirements:

- Bilingual preferred
- Flexible to work additional hours on an as needed basis.

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 with reasonable accommodation.

- Must be able to sit, walk, stand, use fingers in a repetitive motion, twist and turn for long period of time.
- The position may require some light lifting, pulling, pushing, and carrying up to 25 pounds.
- May require the operation of a motor vehicle.

Environmental Conditions: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with reasonable accommodation.

- This position is primarily executed indoors. However, it may require contact with outdoor weather at special event activity participation.
- Contact with low noise levels common in an indoor working environment. Moderate noise levels may be experienced during certain activities.

Nothing in this job description restricts management's right to reasonably assign or reassign duties and responsibilities to this job at any time. Essential features of this job are described under the headings above. A copy of this job description will be kept with the employee's personnel files.

Milton Township does not discriminate based on race, creed, color, ancestry, national origin, age, sex or handicap; complies with the provisions of the Equal Employment Opportunity Act.