**Front Office Assistant**

**Summary/Objective**

The goal of the Front Office Assistant is to carry out daily administrative responsibilities within the office. This involves tasks such as organizing mail, managing incoming calls, greeting visitors, and addressing basic inquiries. The Front Office Assistant will collaborate closely with all office staff and provide support to both Township and Fire Administrative personnel.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Acknowledge and extend a warm welcome to guests immediately upon their arrival in the office
2. Respond to, filter, and redirect incoming phone calls
3. Offer fundamental and precise information both face to face and through phone or email communications
4. Collect, organize, and distribute daily mail and deliveries
5. Acquire, organize, and manage the storage of office supplies
6. Arrange appointments for Township assistance when the Township assistance Investigator is unavailable in the office
7. Accountable for generating necessary documents for the staff as required
8. Accountable for making daily deposits of checks received in the office
9. Provide support for social media and marketing as required
10. Transcribe minutes from recorded meetings
11. Monitor and handle requests for public records
12. Other duties as assigned by management staff

**Competencies**

1. Strong business acumen
2. Communication and consultation skills
3. Ability to make decisions independently and as part of a team
4. Strong organization and time management skills
5. Exhibits ethics at all times as sensitive information is handled daily
6. Proficiency in Microsoft Word, Excel, and Outlook as well as basic internet browsers
7. Ability to build and maintain professional work relationships
8. Sense of project and task ownership
9. Ability to meet deadlines and respond to shifting priorities
10. Analytical and problem-solving skills
11. Willingness to learn new technology as needed

**Supervisory Responsibility**

None

**Work Environment/Physical Demands**

This position requires several hours of desk work a day in a shared office environment. Township Headquarters is home to many fire and EMS employees and serves as a training facility for local first responders, so there is a lot of ambient noise and traffic in the building, including continuous radio chatter from Dispatch.

The position requires occasional lifting of boxes and packages weighing up to 30 pounds..

**Position Type and Expected Hours of Work**

The Front Office Assistant is a full-time, hourly, non-exempt employee. Typical work hours are Monday through Friday from 8:00am to 4:30pm.

**Required Education**

A High School Diploma or equivalent.

**Reporting Relationship**

The Front Office Assistant reports to the Deputy Trustee.

**Signatures**

This job description has been approved by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Human Resources

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Trustee

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Employee Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_