

# Position Description

**Position Title:** Receptionist  
**Department:** Administration  
**Last Updated:** May 2022  
**Classification:** CS1

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where it all happens.

## Summary

The Receptionist is a first point of contact at City Hall to the general public, Langford staff and City Council. This diverse receptionist position greets and assists the public, operates the municipal switchboard, responds to basic inquiries, processes incoming mail and types various documents. This position may perform various duties for other departments as required.

## Key Duties & Accountabilities

- Receives and responds to telephone, in-person and email inquiries
- Provides outstanding customer service and consistently ensures customers are treated fairly and professionally
- Creates, maintains and files a variety of records according to policies and procedures
- Supports the Communications department in maintaining information on the City's website and social media posts, and with business development and events initiatives as required
- Creates and maintains department administrative procedures manuals
- Maintains strict confidentiality of privileged information
- Answers all incoming calls through city switchboard and provides information of a routine nature and directs calls to the appropriate department or individual
- Greets members of the public at the reception counter, assists where possible and/or directs individuals to the appropriate department
- Acts as point of contact for all courier pick-up and drop-off, and receives, sorts, logs, and distributes all incoming mail to various departments
- Maintains office supplies inventory, including ordering stationary supplies as required
- Receives and files job applications on behalf of Human Resources
- Schedules Reception relief as required
- Maintains the front counter, reception area and bulletin boards, ensuring notices are up to date and in a neat, clean and orderly fashion
- Assists with the Business Licenses process including point of contact for business licensing inquiries, processing applications and payments, and issuing business licenses for the City of Langford
- Acts as one of the City's First Aid Attendants, first contact for emergencies (first aid, power failure and fire drills), and assists with the implementation of the Emergency Plan in the event of the declaration of a state of local emergency by the City of Langford
- May be requested to work outside office hours, including in support of local emergencies
- Performs other related duties as required

## Qualifications

- Completion of Grade 12 (or equivalent GED) and two (2) years' administrative experience (or an equivalent combination of education and experience)
- Current First Aid Level II or willingness to obtain
- Proficient with the Microsoft Office suite (Outlook, SharePoint, Excel, PowerPoint, etc.)
- Demonstrated record of good work attendance and reliability
- Ability to provide excellent customer service in a pleasant, positive, professional manner
- Ability to communicate tactfully and effectively both orally and in writing
- Ability to establish and maintain effective working relationships with elected officials and employees
- Ability to accept or initiate and effectively organize, prioritize and complete multiple tasks within given timeframes and deadlines
- Ability to process information and address shifting work priorities with a high degree of flexibility and adaptability
- Ability to perform a variety of duties with a high degree of accuracy and attention to detail amidst frequent interruptions
- Strong writing skills with working knowledge of business English, spelling and punctuation.
- Ability to maintain the confidentiality of information related to the function of the position
- Ability to work both independently and in a team environment
- A commitment to excellent customer service, continuous improvement and life-long learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself