



City of Denham Springs

Job Title: Receptionist/Floating Secretary

Department: Administration

FLSA Classification: Non-Exempt

Reports To: City Clerk

Starting Pay: \$15.13/hour

PRIMARY ROLE

The primary objective of this role is to act as the first point of contact for the public at City Hall. The position is responsible for greeting visitors, answering and directing incoming calls, responding to general inquiries, and routing citizens to the appropriate department. The Receptionist also provides clerical and administrative support and performs work under the direction of the City Clerk in accordance with established City policies and procedures.

KEY RESPONSIBILITIES & DUTIES

- Greet visitors and callers in a professional and courteous manner, determine their needs, and direct them to the appropriate personnel or department.
- Answer and direct incoming telephone calls, respond to or route emails, take accurate messages, and relay information as needed.
- Receive and log garbage complaints; forward complaints to appropriate staff and follow up when necessary.
- Collect incoming mail; distribute to departments and maintain a record of mail picked up or delivered.
- Scan, file, and email documents such as applications, requests, and forms to the City Clerk or appropriate department.
- Maintain City Hall conference room and park reservations and assist with walk-in requests for public information, applications, payments, forms, and general City inquiries.
- Maintain forms, pamphlets, and public resources; keep the reception area organized and presentable and organize electronic and physical files.
- Perform other clerical and administrative duties as assigned by the Mayor or City Clerk.

QUALIFICATIONS

Minimum Requirements:

- High school diploma or GED required.
- One (1) to three (3) years of customer service, receptionist, or related clerical experience preferred.
- Must possess and maintain a valid driver's license.



Knowledge, Skills & Abilities

- Basic computer skills, including email, scanning, Microsoft Word, Excel, and data entry.
- Proficiency in operating a multi-line telephone system.
- Strong customer service and communication skills with attention to detail.
- Clear and courteous communication with the public, coworkers, and representatives of other agencies.
- Effective prioritization of tasks while managing frequent interruptions and maintaining accuracy.
- Ability to maintain confidentiality and handle information appropriately.

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Work is performed in a professional office environment with regular interaction with the public. Noise level is typically moderate.
- Ability to remain in a stationary position for extended periods while operating a computer, telephone, and other office equipment. Occasional standing, walking, reaching, and lifting or moving office supplies or files weighing up to 20 lbs.

GENERAL EMPLOYMENT PROVISIONS

- This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.
- The City of Denham Springs provides equal employment opportunities to all employees and applicants for employment without regard to any protected status as defined by the current application of the law.