

TEMPORARY CITY HALL GREETER

Department: Office of the Mayor

Division: N/A

Appointing Authority: Mayor

Grade: N/A

Revision Date: 9/2020

Bargaining Unit: NR

Definition

The City Hall Greeter serves as the first point of contact and provides customer service and appointment management to both ad hoc and planned visitors of Greenfield City Hall. The Greeter ensures that COVID-19 prevention protocols are followed by visitors to Greenfield City Hall.

The City Hall Greeter is stationed at the North entrance to City Hall. S/he will screen and log visitors and their contact info for future contact tracing as needed, checks for face coverings, directs visitors to the appropriate office for their transactions, and ensures the maximum number of visitors per office is adhered to.

Supervision

Works under the daily supervision of the Chief of Staff or designee and follows directions from the Mayor's Office staff. Works under the general policy direction of the Mayor.

No Supervisory duties.

Environment

Minimal physical effort required in performing duties under typical busy office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate.

Performs varied and highly responsible duties and functions requiring independent initiative and judgment to ensure compliance with applicable laws, rules, regulations, and City policies, procedures and methods.

May have access to and control of highly confidential information subject to non-disclosure or limited disclosure pursuant to statutory or departmental prescript.

Makes constant contact with the general public; other City departments and officials; employees; vendors, contractors, etc.

Errors in judgment, duties or performance may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions and lower standards of service for the City.

Essential Functions *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Serves as the first point of contact to City Hall. Welcome visitors and other customers to the City Hall. Answers questions and furnishes information, in person.

Greet visitors in a hospitable manner, ensuring every person checks in as they enter Greenfield City Hall.

Administers the visitor log and refers public to appropriate offices; track the quantities of visitors in the building at all times while ensuring the correct entry and exit movement of visitors going in and out of the building; confirms visitors are following social distancing procedures; refers questions to appropriate staff.

Assists the public and visitors by making referrals to specific departments, explain the functions of various departments; distribute common forms provided by departments in lieu of sending the visitor to the department including information concerning City policies, rules, regulations.

Support and sustain a friendly, helpful and welcoming atmosphere that promotes general goodwill between the public and the City.

Provide clerical and other administrative support to staff as requested, including but not limited to: making phone calls, collating and stapling papers, assembling mailings. Keep the desk and work area neat and tidy. Sanitize the area as needed.

Follow the appropriate policy & procedure and lines of communication at all times. Attends meetings and training as requested.

Promptly reports any and all citizen issues to staff; Assist with adhoc requests and inquiries as necessary.

Performs other duties as needed and assigned to meet the needs of the Mayor and the City.

Recommended Minimum Qualifications

Education and Experience

High School diploma or equivalent, proficient in English, multilingual (preferably Spanish, Moldovan, Russian) speaking preferred, one (1) year customer service experience, one (1) year front desk experience as first point of contact preferred; or any equivalent combination of education and experience which demonstrates possession of required knowledge, skills, and abilities. Computer experience including general office software application with proficiency in G-Suite preferred.

Knowledge, Ability and Skill

Ability to meet and deal with the public effectively and appropriately; establish and maintain effective working relationships with department heads and visitors in a positive manner with diverse constituencies effectively.

Must possess interpersonal skills to handle sensitive and confidential situations or information with considerable knowledge of the rules, regulations and procedures.

Ability to multi-task and remain calm under pressure; Take initiative and work with minimal supervision with a friendly, outgoing, and courteous demeanor.

Must possess strong communications skills; written, orally, in-person, and on the phone; communicate effectively and provide clear verbal instructions and directions; ability to maintain confidential information and adhere to confidentiality requirements.

Ability to keep accurate and detailed records; apply skills efficiently with attention to detail.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; ability to operate standard office equipment including a multi-line phone system preferred; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite preferred; familiarity with database programs and computer hardware and software systems.

Must perform all aspects of job responsibilities with honesty, integrity and good judgment.

Physical Requirements

Frequent sitting, talking, hearing and mental concentration for prolonged periods required; stand from sitting position and move about; frequent use of hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms in operating/using various office equipment; must have legible handwriting; must be able to assist mobility-impaired patrons by opening doors for them; occasionally required to lift or move records or objects of up to 5 pounds; must have sufficient vision to see and effectively use print materials and phone; Must be able to communicate verbally and in writing and be understood clearly; ability to operate a personal computer or other keyboard device utilizing a windows environment and to operate a keyboard and standard office equipment at efficient speed.

Special Requirements: Must successfully pass CORI/ SORI checks.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 9/24/2020 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date
Revision History: initial 9/2020

Mayor