

DONA ANA COUNTY
JOB DESCRIPTION

POSITION TITLE: Secretary/Receptionist		PAY GRADE: B21	
DEPARTMENT: Animal Control	FLSA:	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt
REPORTS TO: Manager, Animal Control	LEAD:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
BARGAINING UNIT: N/A	SUPERVISOR:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
APPROVED: 	07 May 2021		
<i>Department Head/Elected Official</i>	<i>Date</i>		
	5/7/21		
<i>Human Resources Director</i>	<i>Date</i>		

I. **PURPOSE SUMMARY:** The overall purpose of the Secretary/Receptionist position is to provide secretarial and clerical support to the Animal Control Department.

II. **ESSENTIAL DUTIES:**

Reception:

- Provide front office support to the department
- Understand the department and its functions.
- Serve as the first point of contact when greeting visitors.
- Greet visitors, determine nature/purpose of visit, register the visitor and direct visitors to the proper person or section.
- Ensure that each visitor or guest is properly equipped with appropriate PPE, and provides temporary PPE to those not equipped.

Telephones:

- Operate a multi-line phone system.
- Answer incoming calls, screen the purpose of the call, and forward the call to appropriate personnel.
- Schedule appointments.
- Take messages when necessary by recording name, time, date, nature of call, and person to whom the call is directed.

Clerical: Perform a variety of general clerical functions, including but not limited to:

- Monitor and schedule janitorial, maintenance, and repair of facilities and/or office equipment repairs.
- Maintain office supply inventory and order supplies.
- Maintain Inventory List annually.
- Copying or scanning documents as requested.

- Route various forms on behalf of personnel to the appropriate person.
- Submitting work orders for the department and tracking to make sure the request is complete.
- Maintain front desk information.
- Update and maintain interoffice contact lists.
- Maintain office bulletin board postings for notices and required information.
- Open, review, sort, and distribute incoming mail, to include date stamping and logging all mail into the department mail log.
- Prepare outgoing mail; review and make decisions about routing and potential action or response of incoming/outgoing correspondence.
- Manage files and record maintenance to include but not limited to: Maintain various records using an orderly and easily retrievable method, maintain accurate records.
- Responsible for entering and maintaining requisitions for the department by checking for the best price and generate requisitions for purchases of goods and services. Receive all incoming invoices including fulfilling requests for office supplies, equipment and maintenance.
- Responsible for department's budget tracking and monitoring; provides regular budget reports to management.
- Schedule appointments and travel arrangements; processes travel and per diem requests; establishes and maintains a variety of logs for tracking purposes.
- Compose correspondence and prepares documents for signatures on routine inquiries.

III. ADDITIONAL DUTIES: Other secretarial/clerical duties as assigned by the Department Manager.

IV. QUALIFICATIONS:

- **Education.** High School diploma or GED required.
- **Experience:** Three (3) years of full-time general office work experience as a receptionist, customer service clerk, or similar capacity. Experience with governmental organization and/or knowledge of county government is preferred. Bilingual (Spanish) skills preferred.
- **Education/Experience substitution:** In accordance with County policy
- **Licenses/Certifications:** Valid Driver's license, and must maintain a satisfactory driving record.
- **Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.):** Background check. Bilingual (English/Spanish) preferred.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:

Ability to accurately use a multi-line phone and headset. Ability to accurately use a personal computer with MS Office, or related software. Must have the ability to interact with peers and the public in a courteous and respectful manner. The employee must be able to communicate effectively orally and in writing. Should be able to work independently and have the ability to make decisions under minimal supervision for performance of daily duties and routine assignments. Filing, typing, and record keeping skills. Must maintain strict confidentiality. Establish and maintain effective, professional relationships with other employees, elected officials, and the public. Must have knowledge of general office and computer practices and procedures including word processing, spreadsheet and various programs; proper methods to maintain accurate records; Business correspondence standards including English, grammar, formatting, spelling and punctuation.

FREEDOM TO ACT: The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decisions or further direction. The supervisor assures finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of work increases with more difficult assignments if the employee has not previously performed similar assignments.

GUIDELINES AND JUDGMENT. The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures and for application and in making minor deviations to adapt to specific cases. Where existing guidelines cannot be applied, or significant deviations from the guidelines are proposed, supervisory assistance is required.

PHYSICAL DEMANDS. While performing the duties of this job, the employee must be able to communicate effectively both orally and in writing. The employee must be able to operate specific office equipment and must be able to move about the work environment, frequently move or re-position up to 10 pounds of materials or objects regularly, occasionally 25 pounds. Specific vision abilities include close vision and the ability to adjust focus.

WORK ENVIRONMENT. Essential duties are performed indoors under normal controlled temperatures. Work surface is even, carpeted, tiled, and/or a concrete floor.

SUPERVISORY RESPONSIBILITY. All work is performed under general supervision of the Manager, Animal Control.

EMPLOYEE ACKNOWLEDGEMENT:

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlines in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by:

Employee

Date

Printed name:

Employee

ID #