



**Administrative Receptionist  
Job Posting  
November 16, 2021**

This is a full-time union position that provides general administrative support, coordinates public information and social media activities. Position receives and responds to public inquiries concerning all Township departments and activities in a courteous manner, under the direction of the Township Manager, who also serves as Township Secretary, Treasurer and Open Records Officer, or designee.

Duties include receiving and processing detailed information for permit applications or requests for service, explaining programs to the public, fulfilling technical requirements, and performing related clerical tasks. This position has the responsibility for making difficult clerical and technical decisions. The work requires that the employee have excellent customer service and interpersonal skills, skill and ability in general office procedures. General knowledge of Township administrative procedures, programs, and services are a plus.

**Essential Duties and Responsibilities:**

Provides all front desk functions, orders office supplies, monitor/manages postage meter, performs daily mail receipt and distribution, as well as electronic mail/inquiries. Greets visitors, screens and directs incoming calls, inquiries and complaints, provides routine information, and directs the public to the appropriate department and/or individual.

Responsible for records and document management/scanning/imaging. Processes forms, documents and public records within generally established procedures, data input and maintenance of databases; creating and running of reports.

Maintains records, accounts and event calendars. Schedules routine and special meetings. Maintains calendar for Township meeting rooms.

Provides administrative support to the Open Records/Right To Know (RTK) Officer, which includes that all RTK requests are processed and responded to within the appropriate timeframes to ensure the Township's legal compliance.

Provides administrative support as the Secretary to the Safety Committee, which involves taking committee meeting minutes and is the liaison to the Insurance Administrator, Safety Committee and Township departments.

Provides administrative support to Codes/Building Inspector(s), Zoning Officer, Township Engineer, Township Assistant Manager, and Township Manager involving public contact, record keeping and the processing of plans, forms and documents for zoning, building, plumbing, HVAC, and all other

Township permits, Certificates of Occupancy, and reports for U.S. Census, Chester County, etc. Explains technical requirements and eligibility for programs.

Provides administrative support for developing, organizing and coordinating public information, and community relations programming.

Assist with coordinating and disseminating public information through the Township's website, social media platforms, and other sources.

Assists with drafting promotional news releases, articles, newsletters, brochures, flyers, and reports that highlight Township operations, objectives, events, programs, issues and educational strategies as well as creative ways to stimulate interest in Township activities/events.

Performs other work as assigned.

### **Desired Qualifications:**

A high school diploma or the equivalent, supplemented by business courses, plus four years of progressively responsible administrative experience including public contact or an equivalent combination of education and qualifying experience that provides the required knowledge, skills and abilities. Bachelor's Degree and prior municipal experience preferred.

Ability to properly handle material of a highly confidential nature, exercise discretion, sensitivity, and use good judgment.

Strong working knowledge of Microsoft Office Word, Excel, Access and Outlook software programs for word processing, spreadsheets, database applications, and electronic mail functions.

Considerable ability to handle diverse and multiple tasks, with multiple individuals, simultaneously while providing excellent customer service.

Excellent interpersonal, organizational, oral, written, and computer skills with attention to details.

Thorough knowledge of English in areas such as grammar, spelling and punctuation; excellent proofreading skills, typing skills and filing procedures.

Considerable ability to establish and maintain effective working relationships with supervisors, co-workers and the general public.

Good knowledge of the operations of standard office equipment and general office procedures.

Ability to assist in delivering, creating content, coordinating social media platforms, and digital technology.

### **To Apply**

Submit an application and resume to Easttown Township, 566 Beaumont Road Devon, PA 19333 or email [ebiggs@easttown.org](mailto:ebiggs@easttown.org)