



Doylestown Township
425 Wells Road, Doylestown, PA 18901

Doylestown Township is seeking a friendly, organized, and reliable individual to fill a part-time receptionist position with a 24-hour workweek on Tuesday, Wednesday, and Friday. As the first point of contact for visitors and callers, this role is vital in delivering excellent customer service while supporting various Township operations.

Key Responsibilities:

- Greet visitors, answer phones, and provide outstanding customer service.
- Offer administrative support to department heads.
- Register participants for Parks and Recreation programs, process ticket sales, and manage dog park memberships.
- Maintain office supplies and manage inventory.
- Process water bills, recreation program payments, and other receipts.
- Assist with recording deeds and building permits.
- Coordinate Township meetings and events, including scheduling community rooms and pavilions.
- Maintain and update Code Books and Township-related records.
- Handle mail distribution and prepare outgoing mail.
- Keep a scrapbook of Township news articles.
- Perform other duties as assigned to support Township operations.

Qualifications:

- Strong communication and customer service skills.
- Excellent organizational abilities with attention to detail.
- Ability to multitask and manage time effectively.
- Proficiency with office equipment and Microsoft Office Suite.
- Prior administrative or receptionist experience is a plus.

Interested candidates should submit an employment application, letter of interest and a resume to Andrea Mergner, 425 Wells Road, Doylestown Township, PA 18901 or email amergner@doylestownpa.org. Resumes will be accepted until the position is filled.

Doylestown Township is an Equal Opportunity Employer.

JOB DESCRIPTION

TITLE: Part-time Receptionist
DEPARTMENT: Administration

THIS POSITION REPORTS TO AND IS SUPERVISED BY:

- **TITLE:** Office Manager
- **AUTHORITY TO:** Evaluate, comment
- **AUTHORITY METHOD:** Verbal, written
- **FREQUENCY:** Occasionally to continuously

THIS POSITION HAS AUTHORITY OVER AND SUPERVISES:

- **TITLE/S:** None
JOB IS: Part-time
HOURS: 24 Hours per week
WORK BREAKS: 1 hour lunch
WORK SCHEDULE: 8:30 AM – 4:30 PM
(Tuesday, Wednesday, Friday)

PURPOSE:

The Receptionist plays a crucial role in our administrative operations, serves as first point of contact for visitors, handling responsibilities such as phone management, monitoring the voicemail system, and assisting individuals at the front counter. Additionally, the Receptionist offers secretarial support to different department heads when required. Duties also include managing and ordering office supplies, financial transactions for Township-sold items or services, calendar and schedule support, registering all deeds and maintain visitor logs for documentation and compliance.

MINIMUM REQUIREMENTS TO HOLD THIS POSITION:

1) Required Education/Experience/Training:

- High school diploma or GED

2) Required Knowledge:

- Knowledge of: Microsoft Office Suite skills and the ability to work with the public.

3) Required Licenses/Certificates/Registrations:

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4) Required Ability To Use or Operate the Following:

- Standard office equipment, including but not limited to: computer, fax, printing calculator, and photocopier.

ESSENTIAL FUNCTIONS REQUIRED TO PERFORM THE POSITION:

Essential Abilities To:

- Work courteously and tactfully when dealing with the public and co-workers
- Work in coordination with others
- Work under pressure
- Accurately complete administrative forms and reports in a timely fashion
- Adhere to all rules, regulations, and procedures necessary to maintain required licenses, certificates, and/or registrations
- Apply common sense understanding to carry out instructions
- Carry out job functions with or without supervision
- Communicate effectively
- Exercise sound judgment in evaluating situations and in making decisions
- Maintain acceptable attendance standards
- Maintain confidentiality of information
- Maintain socially appropriate behavior
- Request assistance when appropriate
- Safely and skillfully use office equipment
- Understand and comply with drug use/abuse policies and procedures
- Understand and comply with personnel policies and procedures
- Understand and comply with safety policies and procedures

Essential Responsibilities To:

- Answer phones, greet visitors, providing positive customer service experience
- Provide administrative support to various department heads, as needed
- Register program participants for the Parks and Recreation (ticket sales, recreation programs, dog park membership)
- Maintain and order office supplies
- Receipt water bills, and recreation programs
- Record deeds and building permits when Code Enforcement Office Manager is not available
- Record Requests for Service (e.g. tree in the roadway)
- Distribute all mail
- Prepare outgoing mail
- Prepare monthly calendar of township meetings in coordination with the Office Manager and Assistant Township Manager
- Maintain and schedule use of the community meeting room and conference rooms for Township meetings and public meetings
- Maintain Code Books when updates arrive
- Maintain calendar and schedule reservations for pavilion and/or field use and group registrations for Kids' Castle
- Maintain inventory and order Zoning and Subdivision/Land Development books from publisher
- Retrieve newspaper articles pertaining to Township news, create scrapbook and keep it up to date
- Complete other duties as assigned

PHYSICAL DEMANDS OF JOB

JOB TITLE: RECEPTIONIST

NOTE: In terms of an 5 hour workday: Never equals less than 1%; "Occasionally" equals 1% to 33%; "Frequently" equals 34% to 66%; "Continuously" equals 67% to 100% of the time. Reasonable accommodations that do not cause an undue hardship will be made as required by state and federal law.

I. In a 5 hour workday, this job requires the physical ability to:

TOTAL AT ONE TIME

- A) Sit 1 hrs.
- B) Stand 1 hr.
- C) Walk 1 hr.

TOTAL DURING AN ENTIRE 5 HOUR WORK DAY

- A) Sit 3 hrs.
- B) Stand 1 hr.
- C) Walk 1 hr.

IIA. Job requires the physical ability to LIFT:

| | NEVER | OCCASIONALLY | FREQUENTLY | CONTINUOUSLY |
|--------------------|-------|--------------|------------|--------------|
| A) Up to 10 Pounds | | X | | |
| B) 11-20 Pounds | | X | | |
| C) 21-30 Pounds | | X | | |
| D) 31-40 Pounds | X | | | |
| E) 41-50 Pounds | X | | | |
| F) 51-100 Pounds | X | | | |

IIB. Job requires the physical ability to CARRY:

| | | | |
|--------------------|---|---|--|
| A) Up to 10 Pounds | | X | |
| B) 11-20 Pounds | | X | |
| C) 21-30 Pounds | X | | |
| D) 31-40 Pounds | X | | |
| E) 41-50 Pounds | X | | |
| F) 51-100 Pounds | X | | |

III. Job requires the physical ability to use hands for repetitive actions such as:

| | SIMPLE GRASPING | PUSHING & PULLING OF ARM CONTROLS | FINE MANIPULATION |
|----------|-----------------|--------------------------------------|----------------------|
| A) Right | Yes | No | Yes |
| B) Left | Yes | No | Yes |

IV. Job requires the physical ability to use feet for repetitive movements as in pushing and pulling of leg controls:

| RIGHT | LEFT | BOTH |
|-------|------|------|
| No | No | No |

V. Job requires the physical ability to function in activities involving:

| | NEVER | OCCASIONALLY | FREQUENTLY | CONTINUOUSLY |
|---|-------|--------------|------------|--------------|
| A) Bending | | | X | |
| B) Squatting | | | X | |
| C) Crawling | X | | | |
| D) Climbing | X | | | |
| E) Reaching | | | X | |
| F) Driving a vehicle | X | | | |
| G) Unprotected heights | X | | | |
| H) Being around moving machinery | X | | | |
| I) Exposure to marked changes in temperature & humidity | X | | | |
| J) Exposure to dust, fumes & gases | X | | | |

Job Description for the Position of Part-time **RECEPTIONIST**
Last Updated: 1/17/25

This Job Description is designed to accurately reflect job duties. However, it may not be all-inclusive and other job-related duties might be required. Reasonable accommodations will be made as required by local, state, or federal law that do not cause an undue hardship.

Disclosure Statement

It is the policy of Doylestown Township to offer equal employment opportunities to all individuals. The Township shall administer all actions with respect to employment practices which have the effect of providing employment opportunities to qualified individuals regardless of age, sex, race, creed, color, national origin, sexual orientation, marital status, union membership, or the presence of any physical, mental, or sensory disability. Reasonable accommodation for employees or applicants for employment shall be provided.

Job Description for the Position of Part-time **RECEPTIONIST**
Last Updated: 1/17/25

By signing below, I acknowledge I have read and understand this Job Description. I can meet or exceed all aspects of the Job Description. I understand I am not required to meet the SECONDARY FUNCTIONS WHERE APPLICABLE.

Job Description Title: _____

Today's Date: _____

Printed Name: _____

Signature: _____