



**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. This position offers 24–28 hours per week, with a regular schedule on Monday, Wednesday, and Friday, and the potential for a half-day on Thursday. As the first point of contact for visitors and callers, the Receptionist plays a vital role in providing excellent customer service while supporting a variety of Township operations.

**Key Responsibilities:**

- Greet visitors, answer telephone calls, and provide exceptional customer service.
- Provide administrative support to the Administration, Code Enforcement & Zoning, Operations, Water, Finance, and Parks & Recreation departments.
- Register participants for Parks & Recreation programs, process ticket sales, and coordinate pavilion rentals.
- Coordinate Township meetings and events, including scheduling meeting rooms and maintaining office calendars.
- Assist with managing office supply inventory.
- Process water bill payments, Parks & Recreation program registrations, and other Township receipts.
- Assist with recording deeds and processing building permits.
- Maintain and update Township code books, records, and related documents.
- Distribute incoming mail and prepare outgoing mail.
- Maintain a scrapbook of Township news articles and media coverage.
- Perform other duties as assigned in support of 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](mailto:amergner@doylestownpa.org). Resumes will be accepted until the position is filled.

Doylestown Township is an Equal Opportunity Employer.



## **Job Title: Part-time Receptionist**

**Location:** Doylestown Township

**Department:** Administration

**Reports To:** Assistant Township Manager

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### **Position Summary:**

The Receptionist serves as the first point of contact for residents, visitors, and callers, playing a vital role in providing exceptional customer service while supporting the Township's daily administrative operations. This position is responsible for greeting visitors, answering and directing telephone calls, monitoring the voicemail system, and assisting individuals at the front counter. The Receptionist also provides administrative and secretarial support to various Township departments as needed.

Additional responsibilities include maintaining Township files, records, and document management systems; coordinating calendars, meeting schedules, and administrative support for Township meetings and special events; processing financial transactions for Township programs, services, and other receipts; registering deeds and maintaining visitor logs for documentation and compliance; and performing a variety of clerical and administrative duties involving applications, permits, legal documents, reports, forms, and other records. The Receptionist also provides backup coverage for other front office functions as needed to ensure efficient Township operations.

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### **General Responsibilities**

- Welcome and assist residents, visitors, contractors, and other guests at the Township front counter, providing courteous, professional, and responsive customer service while serving as the Township's first point of contact.
- Communicate effectively and work collaboratively as part of a team.
- Exercise sound judgment and carry out assignments with or without direct supervision.
- Complete administrative forms, reports, and other assignments accurately and in a timely manner.
- Prioritize multiple tasks, work effectively under pressure, and request assistance when appropriate.
- Maintain dependable attendance and punctuality.
- Safely and skillfully operate office equipment and technology.
- Perform all duties in accordance with Township personnel policies, safety policies, drug-free workplace policies, and all applicable laws, regulations, procedures, licenses, and certifications.

## **Customer Service & Front Office Operations**

- Answer telephone calls, greet visitors, and provide exceptional customer service to residents, visitors, and contractors.
- Assist visitors at the front counter by answering inquiries, providing Township information, and directing requests to the appropriate department.
- Record Requests for Service and route inquiries to the appropriate department.
- Provide administrative support to Township departments and backup support for other front office functions as needed.
- Prepare and distribute incoming and outgoing mail.
- Prepare the monthly Township meeting calendar in coordination with the Front Office and Assistant Township Manager.
- Maintain and schedule the use of Township meeting rooms and conference rooms.
- Assist with the administration of the Township telephone system and after-hours building access, including programming phones and managing door schedules.
- Take meeting minutes as assigned.
- Coordinate special projects for various department heads.

## **Administrative & Records Management**

- Process payments for water bills, Parks & Recreation programs, ticket sales, and other Township services.
  - Record deeds and building permits when the Code Enforcement Office Manager is unavailable.
  - Assist with the Septic Management Program records and updates to the Township permitting software.
  - Assist with the annual renewal and administration of Township permits, licenses, and operational programs, including trash hauler registrations, Septic Management Program requirements, and other recurring Township renewals as assigned.
  - Maintain Township code books and order updates and publications, including Zoning and Subdivision/Land Development code books.
  - Perform a variety of clerical and administrative duties requiring the review, organization, and processing of applications, reports, legal documents, forms, permits, and other records.
  - Maintain Township news articles and update the Township scrapbook.
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## **Minimum Requirements**

- High school diploma or GED.
- Proficiency in standard office procedures, including filing, typing, data entry, and records management.
- Proficiency with standard office equipment, including computers, multi-line telephone systems, printers, copiers, scanners, and Microsoft Office applications.
- Strong verbal and written communication skills.

- Excellent customer service and interpersonal skills, with the ability to interact professionally and courteously with residents, staff, Township officials, and the public.
  - Ability to organize work, prioritize multiple tasks, and maintain accuracy in a fast-paced office environment.
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### **Employment Type:**

- Part-time position, up to 28 hours per week
  - Hourly rate: \$15–\$20, based on skills and experience
  - No benefits
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### **To Apply:**

Letters of interest and resume should be submitted to Andrea Mergner, Assistant Township Manager, Doylestown Township, 425 Wells Road, Doylestown, PA 18901, or via email at [amergner@doylestownpa.org](mailto:amergner@doylestownpa.org) resumes will be accepted until position is filled.

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