



# Receptionist

## Position Specification



Classification: Regular Full-Time

Department: Main Office

FLSA Status: Non-Exempt

Reports To: Office Manager

### Position Summary:

Estancia Valley Solid Waste Authority (EVSWA) operates the Estancia Valley Regional Landfill and the waste management system for the County of Tarrant. The Receptionist is the front-line customer service representative, who also performs research, account maintenance, and general office duties.

### Minimum Qualifications Required

- Valid New Mexico drivers license with no serious violations in the past three years or more than one DUI ever. A serious violation is a DUI or any violation resulting in imprisonment, suspension/revocation of license or a fine of \$100 or more.
- High School diploma or GED.
- Ability to communicate effectively in English - spoken and written
- Basic computer skills.
- Ability to perform all essential functions of the position with or without a reasonable accommodation.

### Essential Functions:

1. Greets customers at the front counter and by phone. Directs calls appropriately. Explains agency and county policies and procedures as necessary.
2. Assists customers with payments and other account maintenance tasks.
3. Performs account research, including but not necessarily limited to research of property ownership records, conveyances, changes of mailing addresses, rental occupancy, vacancy status, private hauler contracts, and real estate contracts.
4. Maintains current account files.
5. Maintains work area in neat, organized fashion.
6. Builds and updates past-due databases, and merge data files with word processing files to produce correspondence.
7. Runs errands, including but not limited to trips to the local post office and county offices.

### Additional Qualifications Considered

- Experience in a similar position an office operation.
- Experience operating any of the equipment or office machines used in this position.
- Provide own transportation.
- Communicate in Spanish.



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## Working Conditions

Receptionist will interact with a variety of customer attitudes, ranging from friendly and supportive to hostile and argumentative. While the receptionist will always have the backing of the Office Manager and other office personnel, he/she will be expected to handle most situations without assistance. Errands out of the office will be required even in the event of uncomfortable or inclement weather conditions. Tasks such as filing require the ability to work at various height levels.

## Equipment and Tools

- Standard office equipment will include, but not be limited to telephone, computer, copier, printer, postage machine, and document shredder.

## Applicant/Employee Acknowledgement

I have received a copy of this Position Specification and have read it. I understand the expectations and demands of the position described and state that I can perform the essential functions of this position with or without a reasonable accommodation. I further understand that EVSWA is an equal opportunity employer and that I may request a reasonable accommodation at any time.

Name (Please Print): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_