

Municipal Receptionist

Job Description for the Township of Chapple

Date: TBD



Position Summary

The Municipal Receptionist is the first point of contact for residents, visitors, and stakeholders. This position provides high-quality customer service, administrative support across municipal departments, and ensures the smooth, efficient operation of the municipal office. The role requires professionalism, accuracy, confidentiality, and a strong commitment to public service.

Key Responsibilities

Customer Service & Front Counter

- Greet and assist residents, contractors, and visitors in a courteous and professional manner.
- Provide information on municipal services, programs, and processes.
- Respond to general inquiries by phone, email, and in person; direct calls and messages to appropriate staff and take accurate messages as required.
- Maintain a welcoming and organized front counter and reception area.

Administrative & Clerical Support

- Maintain office supplies, forms, and public information materials.
- Assist with filing, scanning, data entry, and document management in accordance with records retention requirements.
- Support preparation of council packages, notices, and public communications as required.
- Assist with scheduling meetings, booking facilities, and coordinating appointments.

Financial & Transactional Duties

- Receive payments and issue receipts for taxes, permits, licenses, rentals, and other municipal fees.
- Reconcile daily cash, cheques, and electronic payments. Assist Deputy Clerk-Treasurer with weekly deposits.

- Maintain logs for building permits, cemetery records and livestock damages.

Mail, Communications & Office Support

- Process incoming and outgoing mail and courier deliveries.
- Assist with website updates, public notices, and digital content as directed.
- Prepare newsletters, public notices, and social media updates (if assigned).

Facility & Program Support (as applicable)

- Manage facility bookings and maintain related schedules.
- Assist with Fitness Centre administration. Including the maintenance of membership records, process new memberships and renewals, monitor compliance with Fitness Centre policies and ensure users have valid memberships.
- Provide support to CAO/Clerk-Treasurer and Deputy Clerk-Treasurer for public meetings, and council events.

Other Duties

- Maintain confidentiality in accordance with municipal policies and legislation.
- Support other administrative staff during absences or peak periods.
- Perform other related duties as assigned.
- Accept complaints and provide related forms.

Confidentiality & Compliance

- Handle sensitive information in accordance with MFIPPA and municipal confidentiality requirements.
- Follow all municipal policies, procedures, and health and safety standards

Qualifications

Education & Experience

- Secondary school diploma required or equivalent; post-secondary training in office administration preferred.
- Minimum 1–3 years of administrative or customer service experience, preferably in a municipal or public-sector environment.

Skills & Competencies

- Strong customer service and interpersonal skills.
- Proficiency with Microsoft Office (Word, Excel, Outlook), and general office equipment and programming.
- Excellent organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Ability to multitask, prioritize, and maintain accuracy under pressure.
- Knowledge of municipal services, bylaws, and administrative procedures (or willingness to learn).
- Ability to maintain confidentiality and handle sensitive information

Working Conditions

- Office environment with frequent interaction with the public.
- Position involves extended periods of sitting, computer use, and front-counter service.

Additional Requirements

- Satisfactory criminal record check
- Valid Class G driver's license may be required depending on municipal needs.