

**EAST LAMPETER TOWNSHIP  
POSITION DESCRIPTION**

**TITLE:** ADMINISTRATIVE ASSISTANT – FRONT DESK

**DEPARTMENT:** FINANCE

**GENERAL SUMMARY:** Under the direction of the Finance Director, perform a variety of tasks such as answering phones, greeting customers, processing final payments for property sales, processing utility payments, reconciling accounts, and any other tasks as assigned. This position requires an individual who possesses a variety of accounting and general office skills. Customer service skills are a must with daily interaction with township employees, elected officials, township residents, and members of the general public. The ideal candidate will also demonstrate strong organizational abilities and attention to detail to ensure accurate record-keeping.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide customer service and support for a variety of municipal services: provide general information and direct issues regarding utilities, trash collection, permits, road, and sewer issues; dispatch service calls; announce callers and visitors; accept park permit reservations and fees; maintain park schedule; issue permits; Rec Desk
- Assist with response to requests for copies of public records
- Respond to general incoming communications from phone, email, mail, and fax
- Process cash receipts, sort payments received by mail, enter credit card payments received by email, enter payments into the system with correct coding and amounts, scan checks for deposit, perform daily settlement, print receipts from the online payment system
- Perform related administrative support tasks: Enter data for various accounts, prepare miscellaneous invoicing, open and sort mail, prepare front office for start and finish of day, oversee cash drawer
- Provide additional clerical support to the Township Manager, Planning Director / Zoning Officer, Finance Director, and Public Works Director, including the preparation and mailing or distribution of correspondence
- Provide support and backup to other Administrative Assistants when needed

**JOB SPECIFICATIONS:**

*\*Indicates specifications that will be developed after employment begins*

Education / Employment: Relevant combination of education and experience which indicates possession of the skills, knowledge and abilities listed below. An example of acceptable qualifications for this position is a high school diploma and progressive office related work experience, or the equivalent in combined education and experience.

Knowledge:

- Comprehensive knowledge of office systems, practices and record keeping

- Knowledge of common computer operating systems and programs, including Windows, OneDrive, SharePoint and Microsoft Word and Excel
- Thorough knowledge of scope and purpose of Township programs, services, policy, and procedures\*

Skills:

- Computer operation
- Telephone system operation
- Office copier/scanner operation
- Fax machine operation

Abilities:

- Organize work and successfully manage multiple priorities and tasks and follow directions
- Guard confidential or sensitive information and discern appropriate information to disclose when responding to requests and in a manner consistent with policy and procedure
- Demonstrate a strong internal and external customer service orientation with effective listening, inquiry, and feedback skills
- Respond tactfully and courteously to complaints, concerns and questions, and appropriately direct response or take appropriate action to resolve situation or inquiry
- Work independently and effectively as a member of a team
- Proofread documents, identify errors and make corrections
- Post information accurately to written/electronic records
- Sort items in alphabetical, numerical or subject order
- Operate a keyboard for extended periods of time
- Calculate fractions, decimals and percentages
- Demonstrate honesty and convey integrity to maintain public trust
- Handle and process cash and checks

Working Conditions: Work is generally performed alone or as a part of a team in an office environment but may involve frequent interruptions.

**DISCLAIMER:** The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

**REPORTS TO:** Finance Director

**FLSA STATUS:** Non-Exempt

**DATE:** Updated April 2026