



J O B D E S C R I P T I O N

Receptionist

Position Title	Receptionist
Department	Administration
Reports To	Fire Chief
Classification	Part-time
FLSA Status	Non-exempt
Revision	202608

Position Summary

The Receptionist is the first point of contact for the public, District personnel, vendors, and outside agencies. This position performs front-desk reception, clerical support, records handling, and customer service functions that support the daily administrative operations of the District. This is a civilian, non-emergency position.

Essential Duties and Responsibilities

The following are the essential functions of the position as that term is used under the Americans with Disabilities Act (42 U.S.C. § 12101 et seq.). Other duties may be assigned as needed.

Reception and Customer Service

- Greet visitors at the administrative office, determine the nature of their business, and direct them to the appropriate staff member.
- Answer, screen, and route incoming telephone calls on a multi-line system; take accurate messages and deliver them promptly.
- Respond to routine public inquiries regarding District services, hours, burn regulations, fire reports, inspection scheduling, and community programs.
- Refer emergency calls immediately to 911 and follow District protocol for callers reporting an emergency on a business line.
- Maintain a professional, courteous, and service-oriented demeanor with all internal and external contacts, including callers who may be upset or distressed.

Clerical and Administrative Support

- Receive, sort, and distribute incoming mail, packages, and deliveries; prepare outgoing mail and shipments.
- Maintain and update filing systems, both physical and electronic, in accordance with District records retention practices.
- Schedule appointments and meetings; assist with meeting logistics and preparation of packets and materials.
- Assist with data entry into District records management, personnel, and financial systems.
- Maintain office supply inventory; prepare purchase requests and verify deliveries against invoices and packing slips.
- Operate standard office equipment, including multi-function copier/scanner, postage equipment, and telephone system.

Financial and Front-Office Support

- Receive payments, permit fees, and other remittances; issue receipts and forward funds and documentation to the appropriate staff member for deposit.
- Assist with accounts payable and accounts receivable clerical tasks, including invoice matching, coding support, and filing.
- Process applications and supporting paperwork for burn permits, knox box requests, inspection requests, and similar District programs.

General

- Report to work as scheduled and maintain regular, reliable attendance.
- Support District events, public education activities, and recruitment efforts as assigned.
- Follow all District policies, standard operating guidelines, and applicable safety requirements.

Minimum Qualifications

This position requires the following:

- High school diploma or equivalent
- One (1) year of experience in reception, clerical, customer service, or administrative support work
- Demonstrated proficiency with computers and standard office software
- Valid driver's license and an insurable driving record
- Ability to pass a pre-employment criminal history background check and post-offer drug screen
- Legally authorized to work in the United States and able to complete Form I-9 verification (8 U.S.C. § 1324a)

Preferred Qualifications

- Experience in a public safety, municipal, healthcare, or other public sector office
- Familiarity with Missouri's Sunshine Law and public records handling
- Coursework or certification in office administration, business, or a related field
- Notary Public commission, or willingness to obtain one at District expense

Knowledge, Skills, and Abilities

This position requires:

- Communication. Clear, professional spoken and written English, including the ability to compose routine correspondence with correct grammar, spelling, and punctuation, and to explain District processes to the public in plain language.
- Customer service. Demonstrated ability to serve the public with patience and courtesy, including in situations involving loss, grief, frustration, or conflict.
- Technology. Working proficiency with Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint), web-based applications, multi-line telephone systems, and standard office equipment, and the ability to learn District-specific software.
- Organization and attention to detail. Accurate data entry and filing, with the ability to maintain orderly records and locate information quickly on request.
- Time management and independence. Ability to prioritize competing tasks, manage interruptions, and work productively with limited direct supervision.
- Interpersonal skills and teamwork. Ability to work cooperatively with firefighters, officers, administrative staff, elected Board members, vendors, and representatives of other agencies.
- Composure. Ability to remain calm and professional in a public safety environment where urgent activity, alarms, and unscheduled demands are routine.

Work Environment and Physical Requirements

Work is performed primarily in an indoor office environment. Physical requirements include frequent sitting at a workstation with sustained use of a computer keyboard, monitor, and telephone; visual acuity sufficient to read printed and electronic documents; occasional standing, walking, bending, reaching, and filing; occasional lifting and carrying of office materials up to 25 pounds; and occasional exposure to station noise, including alarm tones and apparatus operations.

In accordance with the Americans with Disabilities Act, as amended, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position. Applicants and employees who require an accommodation should contact the District administrative office at 636-677-3371 or careers@highridgefire.com.

How to Apply

Applications are accepted online at www.highridgefire.com/careers. Printed applications are available at the District administrative office during business hours. Questions regarding this position may be directed to the Fire Chief at 636-677-3371.



Disclaimers

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. The High Ridge Fire Protection District reserves the right to amend and change responsibilities to meet business and organizational needs. This job description is not a contract of employment; employment with the District is at will.

The High Ridge Fire Protection District is an Equal Opportunity Employer.