

# **BOROUGH OF DOYLESTOWN**

**Job Title:** RECEPTIONIST/CLERK  
**Department:** Administration  
**Supervisor:** Manager

## **Position Summary:**

First contact for those doing business with the Borough. Primarily responsible for all incoming phone calls and walk-in service to the community. Provide information to residents about Borough business across all departments. Refer incoming phone calls and customers to appropriate department. Distributes incoming mail to appropriate departments.

## **Essential Functions:**

- Refer incoming calls to appropriate department
- Provide service to walk-in customers
- Provide basic Borough information to callers and customers for all aspects of Borough Government
- Receive more complex phone inquiries and refer to appropriate individual
- Process incoming mail
- Register deeds
- Assist the Water Clerk in processing water payments
- Assist the Building/Zoning Clerk in addressing customers and processing permits
- Collect fees and maintain records for parking space rentals; issue parking permits
- Maintain office supply inventory
- Attend meetings, including some evening hours, prepare and distribute information, and take minutes
- Prepare packets for Board and Commission meetings
- Coordinate Parks and Recreation Programs
- Process Parks and Recreation permits and fees
- Perform basic web site and social media updates
- Annual meeting scheduling for all Committees, Boards and Commissions

## **Other Functions:**

- Telephone directory assistance
- Giving directions to people who need assistance to different streets or areas of Borough
- Provide substitute clerical support for other departments

## **Qualifications:**

- High School Diploma
- Ability to deal courteously with public
- Computer, typing, and phone skills

# Application for Employment PRE-EMPLOYMENT QUESTIONNAIRE EQUAL OPPORTUNITY EMPLOYER

**Personal Information** \_\_\_\_\_ DATE \_\_\_\_\_

NAME (LAST NAME FIRST)		SOCIAL SECURITY NO.	
PRESENT ADDRESS	CITY	STATE	ZIP CODE
EMAIL ADDRESS			
PHONE NO.	SECONDARY PHONE NO.	REFERRED BY	

**Employment Desired** \_\_\_\_\_

POSITION	DATE YOU CAN START	SALARY DESIRED
ARE YOU EMPLOYED NOW? <input type="checkbox"/> YES <input type="checkbox"/> NO	IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? <input type="checkbox"/> YES <input type="checkbox"/> NO	
EVER APPLIED TO THIS COMPANY BEFORE? <input type="checkbox"/> YES <input type="checkbox"/> NO	WHERE	WHEN

**Education History** \_\_\_\_\_

	NAME & LOCATION OF SCHOOL	YEARS ATTENDED	DID YOU GRADUATE	SUBJECTS STUDIED
HIGH SCHOOL				
COLLEGE				
TRADE, BUSINESS, OR CORRESPONDENCE SCHOOL				

**General Information** \_\_\_\_\_

SUBJECT OF SPECIAL STUDY/RESEARCH WORK	
SPECIAL TRAINING	
SPECIAL SKILLS	
U.S. MILITARY OR NAVAL SERVICE	RANK

**Former Employers** (LIST BELOW LAST FOUR EMPLOYERS, STARTING WITH LAST ONE FIRST) \_\_\_\_\_

DATE MONTH AND YEAR	NAME & ADDRESS OF EMPLOYER	SALARY	POSITION	REASON FOR LEAVING
FROM				
TO				
FROM				
TO				
FROM				
TO				
FROM				
TO				

**References** (GIVE BELOW THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.)

NAME	ADDRESS	BUSINESS	YEARS KNOWN

**Authorization**

"I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal.

I authorize investigation of all statements contained herein and the references and employers listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release the company from all liability for any damage that may result from utilization of such information.

I also understand and agree that no representative of the company has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing, unless it is in writing and signed by an authorized company representative.

This waiver does not permit the release or use of disability-related or medical information in a manner prohibited by the Americans with Disabilities Act (ADA) and other relevant federal and state laws.

I understand that a consumer credit report or criminal records check may be necessary prior to my employment. If such reports are required, I understand that, in compliance with federal law, the company will provide me with a written notice regarding the use of these reports and will also obtain a separate written authorization from me to consent to these reports. I also understand that a poor credit history or conviction will not automatically result in disqualification from employment."

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

**Do Not Write Below This Line**

DATE \_\_\_\_\_ INTERVIEWED BY \_\_\_\_\_

**Remarks**

NEATNESS			CHARACTER	
PERSONALITY			ABILITY	
HIRED	FOR DEPT.	POSITION	WILL REPORT	SALARY WAGES

APPROVED:

EMPLOYMENT MANAGER \_\_\_\_\_ DEPARTMENT HEAD \_\_\_\_\_ GENERAL MANAGER \_\_\_\_\_

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