

Position Description

<u>Position Title</u>	
Receptionist/Cashier	
<u>Pay:</u> \$12.08 - \$17.35 per hour	<u>Pay Grade:</u> 2
<u>Obligation:</u> Part-Time	<u>FLSA Status:</u> Non-Exempt
<u>Department:</u> Finance	<u>Job Group:</u> Utility Billing

Job Summary

Serves as primary cashier for all payments received in the City; including water bill payments. Acts as receptionist for visitors to City Hall.

Essential Functions

- Answers and directs all incoming calls to City Hall
- Provides great customer service while answering questions and fielding complaints
- Greets and directs people to the proper department within City Hall
- Assists in the posting of all City related payments
- Requires great attention to detail
- Performs all work duties and activities in accordance with City policies and procedures
- Follows City-wide safety policy and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring as outlined in the City's Safety Handbook
- Performs all other duties as assigned

Knowledge, Abilities and Skills

Knowledge of:

- Customer service policies and procedures of customer service
- Public relations
- Research techniques, methods, and procedures
- Operation of standard office equipment and a personal computer and job-related software applications

Ability to:

- Follow oral and written directions
- Perform a wide variety of duties and responsibilities with accuracy and speed
- Work with interruptions
- Perform cash handling operations
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties
- Establish and maintain effective communications, orally and in writing, with the public and other employees
- Proficient in 10-key



Skills in:

- Public relations
- Self-motivation
- Cash handling
- Customer service

Supervision Received

- The work is performed under the supervision of the Utility Billing Supervisor

Supervision Exercised

- None

Minimum Qualifications

- High school diploma or equivalent
- Two (2) to three (3) years experience in related field

Preferred Qualifications

- Associates Degree or higher in a accounting, finance or related field
- Three (3) to five (5) years experience in the public sector related to finance

Work Environment

- The primary duties of the position are performed in a general office environment

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and to sort and file a variety of materials, written documents, and materials
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a motor vehicle, operate standard office equipment including a personal computer, and make adjustments to equipment

Background check and pre-employment drug screen conducted prior to appointment

Approved:

Department Director



City Administrator

Date

11/17/2016

Date

CITY OF GRAIN VALLEY EMPLOYMENT APPLICATION

DEPARTMENT OF HUMAN RESOURCES

711 Main Street
Grain Valley, Missouri 64029

Phone: 816.847.6210

Fax: 816.847.6202

Website: www.cityofgrainvalley.org

NOTICE TO APPLICANTS:

The City of Grain Valley welcomes your employment application. Complete this application carefully and completely. This information will aid in evaluating your qualifications.

All recruitment and selection processes will be conducted in a manner consistent with the City being an equal opportunity employer. The City of Grain Valley will not discriminate against any employee or applicant for employment because of political affiliation, race, national origin, age, sex, religious affiliation, marital status, mental or physical disability (as defined by the Americans with Disabilities Act {ADA}), gender, sexual orientation, veteran status, or any other protected class under State and/or Federal law except where there is a bona fide occupational qualification. Furthermore, the City will take affirmative action to ensure that applicants and employees are treated without regard to these characteristics during the recruitment process or any subsequent appointment with the City of Grain Valley.

All offers of employment are conditional upon successfully passing all appropriate examinations and lab tests which includes a drug and alcohol screen. These examinations are used to determine whether applicants are qualified to perform the essential functions of the position applied for with or without reasonable accommodation. Please note that if you are applying to become a police officer with the Grain Valley Police Department, you will be required to pay the \$25 fee for the required National Police Officer Selection Test.

Employment with the City of Grain Valley is employment "at will". Neither this application nor any other personnel form provided to you constitutes an employment contract.

I HAVE READ & UNDERSTAND THE NOTICE TO APPLICANTS PROVIDED BY THE CITY OF GRAIN VALLEY.

PRINTED NAME OF APPLICANT

SIGNATURE OF APPLICANT

DATE

Human Resources use only:

Received by: _____ Date: _____



CITY OF GRAIN VALLEY
HUMAN RESOURCES DEPARTMENT
Updated (11/2013)

Please Print Clearly in Blue or Black Ink

POSITION APPLYING FOR

PERSONAL INFORMATION

Name:	_____	_____	_____
	<i>Last</i>	<i>First</i>	<i>Middle</i>
Address:	_____		_____
	<i>Street</i>		<i>Apt. Number</i>
	_____	_____	_____
	<i>City</i>	<i>State</i>	<i>Zip</i>
Phone Number:	_____		_____
	<i>Home</i>	<i>Business</i>	<i>Cell/Email/Other</i>

Social Security Number:	_____	
Are you lawfully authorized to work in the United States?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever worked for the City of Grain Valley before?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, reason for leaving?	_____	

How did you hear about the City of Grain Valley's employment opportunities?		
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend	
<input type="checkbox"/> City Web Page	<input type="checkbox"/> Organization/Web Page	
<input type="checkbox"/> City Employee	<input type="checkbox"/> Other	_____
Are You Related to a Current City Employee:	Yes No (please circle one)	Employee Name: _____

WORK HISTORY (Include paid and volunteer experience for the past ten years)

Most Recent Employer		
Company/Organization: _____	Telephone: _____	
Address: _____ _____	Employed (<i>State Month/Year</i>): From: _____ To: _____	
Name of Supervisor: _____	May We Contact? Yes <input type="checkbox"/> No <input type="checkbox"/>	Salary: \$ _____ Per: Hour/Month/Year
Job Title: _____		
List Primary Duties: _____ _____		
Reason for leaving: _____		

Second Most Recent Employer		
Company/Organization: _____	Telephone: _____	
Address: _____ _____	Employed (<i>State Month/Year</i>): From: _____ To: _____	
Name of Supervisor: _____	May We Contact? Yes <input type="checkbox"/> No <input type="checkbox"/>	Salary: \$ _____ Per: Hour/Month/Year
Job Title: _____		
List Primary Duties: _____ _____		
Reason for leaving: _____		

WORK HISTORY *(Continued)*

Third Most Recent Employer		
Company/Organization: _____		Telephone: _____
Address: _____ _____		Employed (<i>State Month/Year</i>): From: _____ To: _____
Name of Supervisor:	May We Contact? Yes <input type="checkbox"/> No <input type="checkbox"/>	Salary: \$ _____ Per: Hour/Month/Year
Job Title: _____		
List Primary Duties: _____ _____		
Reason for leaving: _____		

Fourth Most Recent Employer		
Company/Organization: _____		Telephone: _____
Address: _____ _____		Employed (<i>State Month/Year</i>): From: _____ To: _____
Name of Supervisor:	May We Contact? Yes <input type="checkbox"/> No <input type="checkbox"/>	Salary: \$ _____ Per: Hour/Month/Year
Job Title: _____		
List Primary Duties: _____ _____		
Reason for leaving: _____		

EDUCATION

<i>School Name & Location</i>	<i>Years Attended</i>	<i>Graduate (Yes/No)</i>	<i>Degree, Diploma, Certificate (Indicate Which)</i>
High School or GED:			
Vocational, Technical School:			
College or University:			
College or University:			
Other (<i>Skilled trade, academy, etc.</i>):			
Please include academic honors, scholarships, fellowships, memberships in professional and honorary societies, etc.			
_____		_____	
_____		_____	
_____		_____	
_____		_____	

TRAINING, LICENSES, CERTIFICATIONS, PROFESSIONAL DEVELOPMENT, VOLUNTEER EXPERIENCE

List any training, development, volunteer experiences, professional licenses, certificates and registrations pertinent to the position for which you are applying. Include computer training, etc.	
_____	_____
_____	_____
_____	_____
_____	_____
Commercial Drivers License (<i>Yes/No</i>): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Number: _____	State: _____

MILITARY

Please complete this section if you have served in the United States Armed Forces	
Branch Service:	Rank at Discharge:
Describe duties: <hr/> <hr/>	
Special training: <hr/> <hr/> <hr/>	

CRIMINAL CONVICTION

<p>Have you ever been convicted as an adult of a crime that has not been annulled, expunged or sealed by a court? [] Yes [] No</p> <p>If yes, describe in full. Include disposition of the offense.</p> <p><i>*A record of conviction may not necessarily disqualify an applicant from employment.</i></p> <hr/> <hr/>
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REFERENCES

List three (3) professionals who can give references of your character, ability and work experience

_____	_____	_____
<i>Name</i>	<i>Relationship</i>	<i>Phone</i>
_____	_____	_____
<i>Name</i>	<i>Relationship</i>	<i>Phone</i>
_____	_____	_____
<i>Name</i>	<i>Relationship</i>	<i>Phone</i>

APPLICANT CERTIFICATION OF INFORMATION

I hereby certify that all answers and statements contained in this City of Grain Valley employment application are true and complete to the best of my knowledge. I understand that any falsified or misleading information statements of fact that are within this document will subject me to disqualification or termination. I further understand that any information that I provide may be investigated.

REQUIRED:

Applicant Signature

Date

IMPORTANT INFORMATION CONCERNING YOUR APPLICATION

Any information about yourself you provide the City of Grain Valley during the application process will be used to identify you as an applicant, distinguish you from all other applicants, enable us to contact you when additional information is required, send you notices and/or schedule you for interviews, determine whether or not your background check may be a job-related consideration affecting your suitability for the position applied for, and assess your qualification for employment with the City.

If you wish to be considered for employment, you are required to provide the information requested in the Employment Application. If you refuse to supply information requested, it may mean that your application will not be considered.

If you are applying to become a police officer with the Grain Valley Police Department, you will be required to pay the \$25 fee associated with taking the National Police Officer Selection Test.

Your name will not be made available to the public unless you are selected to be a finalist for a position.

Other information about yourself that you provide during the application process or during employment with the City is classified as private under state law, except as public here or as listed in Missouri Statutes. The information may not be provided to members of the public except to:

- Persons authorized to have access to the information under state or federal law
- Person authorized by court order to have access to the information
- Persons to whom you consent in writing to have access to the information
- All individuals in the City who need to know the information

Materials submitted in support of an application are normally not returned. You should not submit an original document if it is your only copy.

Please feel free to keep this informational sheet

SUPPLEMENTAL APPLICATION

RECEPTIONIST/CASHIER

PART-TIME

YOU MUST COMPLETE AND RETURN THIS FORM TO BE CONSIDERED AS AN APPLICANT

ATTACH ADDITIONAL PAGES IF NECESSARY

APPLICANT NAME: _____

Minimum Qualifications

1. Do you have a High School diploma or equivalent?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Two (2) to three (3) years' experience in customer service or related field?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Preferred Qualifications

3. Do you have an Associate's Degree or higher in an accounting, finance or related field?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Do you have three (3) to five (5) years' experience in the public sector related to finance?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Supplemental Questions

Describe your experience with the following:

a. Completing multiple processes that are time and detailed sensitive:

b. Working with customers in person, on the phone and in writing:

c. Dealing with angry and difficult customers:

d. How do you stay on task with multiple interruptions? Give an example.

e. Experience with Microsoft Office including Word, Excel, other software :

I CERTIFY THAT ALL ANSWERS TO THE ABOVE QUESTIONS ARE TRUE AND UNDERSTAND THAT ANY FALSE INFORMATION OR OMISSION OF INFORMATION FROM THIS SUPPLEMENTAL APPLICATION WILL BE CAUSE FOR REJECTION OF THIS APPLICATION OR TERMINATION OF EMPLOYMENT WITHOUT NOTICE OR BENEFITS.

Applicant's Signature

Date

APPLICATION FOR VETERAN'S PREFERENCE POINTS

Subject to the provisions of Missouri Statutes 285.237, preference points are added to the exam results of qualified veterans and spouses of deceased or disabled veterans. The information you provide on this form will be used to determine your eligibility for veteran's preference points. You are not required to supply this information; however, veteran's points cannot be awarded without it.

To be eligible for veteran's preference points you must:

- Be separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for 181 consecutive days or by reason of disability incurred while on active duty; or
- Be the surviving spouse of a deceased veteran or the spouse of a disabled veteran who, because of a disability, is not able to qualify; and
- Be a citizen of the United States or a resident alien; and
- NOT be receiving or eligible to receive a monthly veteran's pension based exclusively on length of military service.

To claim veteran's preference points, you must supply:

- DD214 Form; and
- Form FL-802 or an equivalent letter from a service retirement board if you are a disabled veteran; and
- Marriage certificate and the veteran's DD214 and FL-802, or the veteran's death certificate if you are the veteran's spouse (if applicable).

If you supply these forms by separate mail, be sure to include your name and the job you are applying for with the City of Grain Valley. **All documents must be received within two (2) days of the job application deadline.**

Are you applying for veteran's bonus points? Yes No

Preference Requested:

Veteran Disabled Veteran
 Spouse of Disabled Veteran Spouse of Deceased Veteran

Position Applying For: _____

Veteran's Name: _____

Period of Active Duty: From _____ to _____ Branch: _____ Service Number: _____

Rank at Discharge: _____ Type of Discharge: _____ Date of Final Discharge: _____

Are you receiving or eligible for a military pension? Yes No

Do you have a compensable service-related disability? Yes No

Documentation to support your application for Veteran's Preference Points is:

Attached Will be Submitted Within Two (2) Business Days of the Job Application Deadline

I hereby certify that all answers and statements contained in this application are true and complete to the best of my knowledge. I understand that any falsified or misleading information statements of fact will subject me to disqualification or termination. I further understand that any information that I provide may be investigated.

Required Applicant Signature: _____ Date: _____

For City Use Only

5 points 10 points



CITY OF GRAIN VALLEY
HUMAN RESOURCES DEPARTMENT
Updated (02/2012)

CITY OF GRAIN VALLEY APPLICANT STREAM SURVEY

The information requested below is entirely voluntary. By answering these questions, you will help the City of Grain Valley ensure equal employment opportunity. Your answers will neither affect your job application nor will they be used to illegally discriminate against you or other applicants. This information will be used to check whether our recruitment efforts are reaching all segments of the community and for affirmative action purposes.

Where do you live? City: _____ State: _____

Title of position you are applying for: _____

About Yourself: *(please check one from each category below)*

Gender

- Female
- Male

Age

- 17 or under
- 18 – 39
- 40 or above

Race/Ethnic Group

- African American
- American Indian
- Asian/Pacific Islander
- Caucasian
- Hispanic
- Other: _____

Do you have a disability? Yes No

How did you learn of this position?

- | | |
|--|--|
| <input type="checkbox"/> News Source | <input type="checkbox"/> The Examiner |
| <input type="checkbox"/> Walk-In (viewed posting at a City building) | <input type="checkbox"/> Marquee Outside City Hall |
| <input type="checkbox"/> City of Grain Valley Website | <input type="checkbox"/> Cable Television |
| <input type="checkbox"/> City of Grain Valley Employee Name: _____ | |
| <input type="checkbox"/> Other Source Name: _____ | |

Thank you for your time!

*- City of Grain Valley
Human Resources Department*

