



Job Title: Receptionist and Information Clerk Reports To: Director of Human Resources

Department: Administration

About Us

Public Entity was created to provide insurance coverage for local governments in Tennessee. With Staff experience in local government, as well as the commercial insurance industry, we pride ourselves in providing exceptional service to Public Entity Partner members. Our staff includes past city managers, city recorders, and insurance professionals with decades of experience. We relate to governmental entities because we work with them daily and we understand the unique challenges they face.

Job Summary

Answer inquiries and provide information to members, visitors, and other interested parties regarding activities conducted at Public Entity Partners, field offices and employees within the organization.

Abilities

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Speech Recognition - The ability to identify and understand the speech of another person.
- Speech Clarity - The ability to speak clearly so others can understand you.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.

Tasks

- Operate computer-based telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Provide administrative/clerical support to assigned departments including various data entry duties as needed.
- Schedule appointments and maintain and update appointment calendars.
- Hear and resolve requests from customers.
- File and maintain records.

- Process outgoing/incoming mail and maintain mail processing equipment.
- Coordinate scheduling of various facility services such as monthly building inspections, AC filter changes, paper shredding, equipment or furniture delivery, etc.
- Assist in coordinating various events as needed.
- Additional duties may be assigned in accordance with departmental procedures.

Technology / Tools

- Microsoft Office Suite
- Calendar and scheduling software - Appointment scheduling software.
- Customer relationship management CRM software –
- Other corporate systems
- Desktop computers
- Copier
- Filing cabinets or accessories
- Postage machines
- Fax machine
- Scanner

Knowledge

- Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, scheduling and other office procedures and terminology.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Computers and Electronics - Knowledge of processors, electronic equipment, and computer hardware and software, including applications.

Skills

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking - Talking to others to convey information effectively.
- Service Orientation - Actively looking for ways to help people.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.

Work Activities

- Interacting with Computers - Using computers and computer systems (including hardware and software) set up functions, enter data, or process information.

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes receiving clients or guests.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to directors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Work Styles

- Cooperation - Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Dependability - Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Attention to Detail - Job requires being careful about detail and thorough in completing work tasks.
- Integrity - Job requires being honest and ethical.
- Self-Control - Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Submit resumes to Attn: Human Resources 562 Franklin Rd. Suite 200 Franklin, TN 37069 or ctaylor@pepartners.org