

**RESOLUTION 2026-123**

**RESOLUTION OF THE TOWNSHIP OF BARNEGAT, COUNTY OF OCEAN,  
STATE OF NEW JERSEY CREATING JOB DESCRIPTION,  
LOBBY RECEPTIONIST AND IS PART OF THE CLERK'S DEPARTMENT**

**BE IT RESOLVED** by the Township Committee of the Township of Barnegat, County of Ocean, State of New Jersey that the attached job description for Lobby Receptionist is hereby adopted into the existing Barnegat Township Job Description for "Lobby Receptionist". This position is part of the office and duties of the Clerks Department.

**CERTIFICATION**

I, Donna M. Manno, Municipal Clerk of the Township of Barnegat, County of Ocean, State of New Jersey do hereby certify that the foregoing resolution was duly adopted by the Barnegat Township Committee at their regular meeting held on the 3<sup>rd</sup> day of March, 2026, in the Municipal Complex, 900 W. Bay Avenue Barnegat NJ 08005

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Donna M. Manno, RMC  
Municipal Clerk

## **JOB DESCRIPTION**

**TITLE:** Lobby Receptionist

**DEPARTMENT:** Clerks Office

**STATUS:** Full Time ( ) Part Time ( )

**DATE:** January 1, 2025

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### **DESCRIPTION OF DUTIES:**

Provides initial contact for customers and visitors to Town Hall. Greets and provides customer service and clerical support for the Township of Barnegat through the central reception functions including, but not limited to, telephone and reception duties, handling mail and email, assisting visitors and providing information regarding multiple township departments or functions, and other general information to the public, in person, by telephone, letter or email. Performs administrative support to the Clerk's office. This position reports directly to and receives work assignments from the Clerk's office. Complete tasks in compliance with established policies and procedures.

### **RESPONSIBILITIES:**

- Performs the tasks associated with Clerks Office responsibilities as Clerk/Typist.
- Greets the public and provides information pertaining to Town services and programs and acts as primary customer service contact. Actively seeks to match customer needs quickly and cheerfully with appropriate Towns programs, services, and staff.
- Performs basic clerical tasks such as answering telephones, responding to emails, routing messages, opening, and routing incoming mail and packages. May assist with other clerical work as assigned.
- Assists citizens with basic applications and forms.
- Maintains a proven record of excellent punctuality and attendance.
- Performs other related work of a similar nature and level.
- Other duties as assigned.

### **WORK ACTIVITIES, SKILLS, KNOWLEDGE, AND ABILITIES:**

- General knowledge of office practices and procedures as well as automated office systems including telephones, email, digital calendars, and other office equipment.
- Broad knowledge of general Township information, sufficient to direct customers to needed services.
- Use of standard computer software programs such as Word, spreadsheet, and email software.

- Strong written communication skills including knowledge of business English, composition and formatting of meeting minutes and correspondence.
- Diffusing difficult situations with angry or hostile citizens
- Communicate effectively and interact with other employees and the public using tact, courtesy, and good judgment.
- Use appropriate judgement in interactions with challenging or angry individuals.
- Multi-task and work with high degree of accuracy and attention to detail in an environment of frequent interruptions.
- Work independently, stay on task and adhere to identified priorities.
- Understand and execute verbal and written instructions, policies, and procedures.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently remain stationary for long periods of time.
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, fax machine and copiers.
  - Frequently communicate accurate information and ideas with others.
  - Respond quickly in a noisy fast-paced environment.

#### **WORKING ENVIRONMENT:**

Work is performed in a central lobby setting in an open concept clerical station with the majority of the time spent at a computer workstation. Working conditions include noise, frequent interruptions, and other distractions.

#### **EDUCATION REQUIREMENTS:**

- High School Diploma or GED
- Required to possess a valid New Jersey driver's license.

#### **EXPERIENCE:**

- Preferably general office experience dealing with the public, sometimes in difficult or stressful situations.

#### **PHYSICAL DEMANDS:**

- Ability to meet minimal physical tasks.
- Ability to bend, twist, lift, reach, carry and crouch in order to accomplish tasks.
- Ability to communicate with other employees in order to give direction and complete tasks.

#### **SUPERVISION:**

- Administrator
- Municipal Clerk
- Municipal Deputy Clerk