



**Rebecca Grill**  
City Administrator  
City Administration Office  
414.302.8294  
rgrill@westalliswi.gov

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## MEMORANDUM

TO: Administration & Finance Committee  
FROM: Rebecca N. Grill, City Administrator *RG*  
RE: Department Request to Fill Vacant Position  
DATE: March 31, 2016

Attached is Sally Nusslock's request to fill the upcoming position vacancy of Receptionist at the Health Department.

According to our continuing procedure, these requests are formally referred to the Administration & Finance Committee for consideration through its normal Council/Committee referral process.

If you have any questions concerning this request, please contact me.

RNG:jfw

cc: Mayor  
HR Division  
Sally Nusslock

ADM\Vacpos\VACPOSREQ RecepHlthDept 040416



**Public Health**  
Prevent. Promote. Protect.

West Allis Health Department

# Memorandum

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**TO:** Rebecca Grill, City Administrative Officer  
**FROM:** Sally Nusslock, Health Commissioner  
**DATE:** March 30, 2016  
**SUBJECT:** Request to Fill Vacancy

I am asking for approval to fill an upcoming vacancy in the position of Receptionist.

The employee currently in this position has accepted a position in the Public Works Department. Their last day at the Health Department will be April 21, 2016.

This position is critical to maintain a high level of customer service at the Health Department and support program data entry and billing for services.

Please contact me if you have questions or need additional information.

Thank you!

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**Health Department**  
7120 West National Avenue  
West Allis Wisconsin 53214

414/302-8600  
414/302-8628 (Fax)

[www.westalliswi.gov](http://www.westalliswi.gov)



## Request to Fill Position

Submit this form, a memorandum and current position description to the City Administrator for review and submittal to the Administration and Finance Committee. To ensure adequate time for review, submit the Friday prior to the Council Agenda Deadline day.

Department/Division: Health Department Position Title: Receptionist  
 Reason for Request:  New Position OR  Replacement to Staff - Date of Vacancy: 04 / 21 / 2016  
 Person Replaced: Sarah Fonaas  
 Position Status:  Full-time  Part-time AND  Regular  Temporary  Provisional  Special  Other  
 If other than Full-time or Regular, indicate work schedule (hours per week, days to be worked, etc.) and anticipated duration of employment: \_\_\_\_\_  
 Funding Source:  Operating  Grant  Other: \_\_\_\_\_  
 Anticipated Date for Filling Position: 05 / 02 / 2016

Is the position required for fiduciary, legal or compliance requirements?  No  Yes, describe: \_\_\_\_\_

Why is it necessary that this position be filled? What operational needs does this position fulfill? \_\_\_\_\_  
*The receptionist is usually the first contact point for the public. This position has a key customer service role in determining what an individual is requesting and directing them to the appropriate staff or other department. Program data entry and billing.*

What will be the impacts on service functions to the public if the position is not filled? \_\_\_\_\_  
*Delays in the public accessing information or needed service.*

What will be the impacts on service to city staff if the position is not filled? \_\_\_\_\_  
*Increased workload on the clerical staff. Disruption in their work as they respond to the incoming calls or walk ins at the desk. Delays in billing for services and data entry.*

What reorganization possibilities have been considered, such as elimination of the position or combining duties with other existing positions? (If none, provide rationale.) \_\_\_\_\_  
*The receptionist position is an entry level position and is the most cost effective way to triage the calls and walk in clients.*

How has this vacancy/need been covered so far? \_\_\_\_\_  
*Current clerical staff are cross trained to cover the receptionist position.*

How many other similar positions exist in this department? None

### Requestor Information

Please Print: Sally Nusslock Health Commissioner Health Department  
 Name Title Department  
 Signature/Date: \_\_\_\_\_ March / 30 / 2016

Attached:  Memorandum  Current Position Description

## RECEPTIONIST (Health Department)

JOB SUMMARY: This is repetitive, manual work of routine difficulty in the operation of a telephone switchboard, and in the performance of receptionist and simple clerical duties.

NATURE OF THE WORK: An employee in this classification is primarily responsible for the efficient operation of a modern switchboard and the performance of receptionist duties. In addition, this employee is assigned simple clerical and typing tasks on a daily basis by the Administrative Services Supervisor. The work is reviewed by the Administrative Services Supervisor. Calls may be monitored to determine quality of service.

DUTIES: Typical duties include: answers all incoming calls; transfers/relays calls and messages to the proper department or individual; greets and directs visitors as appropriate; responds to telephone requests for information according to established policies and procedures; assists the public in completing forms; performs basic clerical work which can be interrupted such as simple typing, filing, copying; immunization data entry; Medicare billing data entry; receives, processes and routes mail; receives payments and issues receipts; monitors office supply inventory; makes simple computations; maintains various clinic appointment schedules; maintains prompt, predictable, and regular physical attendance; provides truthful and accurate written and verbal communications; maintains the ability to competently and credibly testify in court; performs other duties as assigned.

A Receptionist is required to take basic emergency preparedness training. In the event of a public health emergency, a Receptionist may be required to perform duties similar to, but not limited to, those as described herein.

### DESIRABLE KNOWLEDGE, SKILLS, ABILITIES:

Ability to operate a telephone switchboard of moderate complexity with calmness, accuracy, and dispatch; ability to give information and directions accurately, clearly, and courteously; manual dexterity and clerical aptitude; ability to speak with clear enunciation and a pleasant voice; competent in the use of office computers/software, including working skill with database programs and other modern office equipment; ability to understand and follow verbal and written instructions; ability to file in correct alphabetical and numerical order; ability to react quickly and calmly in the prompt placing and receiving of emergency calls; ability to learn and remember, within a reasonable period of training time, the names, locations, and functions of the offices and personnel covered by the switchboard; some skill in data entry; good knowledge of modern office practices, procedures and equipment; ability to establish and maintain effective working relationships with City officials, supervisors, employees and the public.

### MINIMUM TRAINING AND EXPERIENCE:

High school graduate/equivalent and at least one year of recent paid professional clerical and public contact work experience.

Competent in the use of office computers including, but not limited to, Microsoft Office Suite (Windows, Word, Excel, Outlook and Calendaring).

Familiarity with Medicare/Private Insurance Billing is desirable.

Ability to type/keyboard on a computer at a reasonable rate of speed in accordance with the special needs of the department to which assigned.

Possess the physical capacity to perform the duties of the position including, but not limited to, the following: continuous sitting, occasional walking and standing; occasional lifting/carrying up to 50 lbs.; frequent stretching/reaching of arms; frequent arching of neck; occasional physical exertion moving, pulling, or pushing objects or materials up to 50 lbs.; and the ability to continuously bend, kneel, twist, stoop, squat, etc., and the ability to focus for long periods of time on projects or while working on computers.

**ACTIVITY FREQUENCIES**

Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

I understand this position description may be changed, modified, and/or amended at any time throughout the duration of my employment.

CITY OF WEST ALLIS

Revised March, 2016

Approved \_\_\_\_\_ Date \_\_\_\_\_  
Department Head

Approved \_\_\_\_\_ Date \_\_\_\_\_  
Employee