

Willacy County Navigation District / Port Mansfield Public Utility District

Position Title:

Front Desk Receptionist

Department:

Administrative

Reports To:

Finance Director

FLSA Status:

Non-Exempt

Position Summary

Under the general supervision of the Finance Director the Front Desk Receptionist serves as the first point of contact for the public, customers, and employees. This position performs reception, clerical, customer service, and administrative support functions to ensure the efficient operation of the Main Office for both the Willacy County Navigation District (WCND) and Port Mansfield Public Utility District (PMPUD). Duties include answering phones, assisting customers, processing online payments, maintaining records, and supporting departmental operations.

Essential Duties and Responsibilities**Reception & Customer Service**

- Greet visitors and provide courteous and professional assistance.
- Answer and direct incoming telephone calls and emails.
- Provide information regarding leases, utility services, district operations, meetings, and general inquiries.
- Receive and distribute incoming mail, packages and deliveries.
- Maintain a clean and organized reception area.

Administrative Support

- Prepare correspondence, forms, reports, and spreadsheets as needed.
- Maintain physical and electronic filing systems.
- Scan, copy, and distribute documents as needed.
- Assist with scheduling meeting and maintaining calendars.
- Assist with records management and retention procedures.
- Provide clerical support to the Port Director, Finance Manager, and Accounts Receivables Department as needed

Lease & Utility Customer Service Functions

- Assist customers with lease/utility account inquiries and questions.
- Accept payments by cash and checks and process payment by credit cards.

Office Support

- Assist with filing and posting monthly agenda at the county clerk's (as needed).
- Perform other duties as assigned.

Knowledge, Skills, and Abilities

- Excellent customer service and interpersonal skills.
- Strong written and verbal communication skills with an ability to interact professionally with the public.
- Ability to maintain confidentiality, accuracy, and organization in all recordkeeping and correspondence.
- Proficiency in Microsoft Office applications including Word, Excel, and PowerPoint.
- Ability to work independently and as part of a team.
- Ability to maintain positive working relationships with coworkers, tenants, contractors, and the public.

Minimum Qualifications

- High School Diploma or GED required.
- Two (2) years of experience in customer service, receptionist, clerical, or administrative support preferred.
- Experienced in municipal government, utility operations, accounting, or public administration is desirable.
- Bilingual (English/Spanish) communication skills preferred; ability to effectively communicate with customers and the public in both English and Spanish is highly desirable.
- Valid Texas Driver's License required.

Physical Requirements

- Prolonged periods of sitting and computer use.
- Ability to occasionally lift and carry up to 20 pounds.
- Ability to communicate effectively with the public in person and by telephone.
- Frequent use of office equipment including computers, copiers, scanners and telephones.

Work Environment

Work is performed primary in an office setting with frequent interaction with the public, utility customers, port residents and employees. The position requires maintaining a professional demeanor and providing exceptional customer service while handling multiple assignments and interruptions.