

# VILLAGE OF FRIENDSHIP HEIGHTS

## VILLAGE COUNCIL

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JULIAN P. MANSFIELD, *Village Manager*

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## **Job Description**

### **FRONT DESK SUPERVISOR**

#### General Function

Under the direction and supervision of, and evaluation by the Village Manager, the front desk supervisor is responsible for expeditious handling of personal contacts with citizens regarding programs and Village services, Council members' requests and supervision of volunteers working with them.

Specific duties include but are not necessarily limited to the following:

1. Maintains work schedule for front desk part-time staff and volunteers, including weekdays, weekends, and holidays. Oversees training of front desk part-time staff and volunteers; and supervises annual and sick leave requests.
2. Performs general office duties, including answering the phone, file management, photocopying, correspondence, and other responsibilities as directed by the Village Manager.
3. Coordinates the opening and closing of the Village Center, including posting of the daily schedule.
4. Provides general oversight of the front desk processes and procedures, specifically toward the provision of social and community services within the Village of Friendship Heights. Offers information on programs, classes, and events; and responds to questions regarding such programs, classes, and events.
5. Maintains and continually updates master calendar for programs, classes, and events; and monitors registration and participation for the programs, classes, and events. Oversees and coordinates the set-up of programs, classes, and events and informs maintenance of the set-up instructions.
6. Prepares and continually updates registration and sign ups regarding programs, classes, and events, as advertised in the monthly newsletter and on the website. Organizes payment for programs, classes, and events.

7. Monitors and responds to email inquiries and requests for program, class, and event information.
8. Coordinates the distribution and mailing of the monthly newsletter and annual reports; and the posting of program flyers and notices to the buildings within the Village of Friendship Heights.
9. Assembles monthly council meeting packets for council members and staff; and coordinates delivery of the meeting packets with the Village Manager and security guard. Distributes Friday memos to staff.
10. Manages front desk office equipment and supplies, including photocopier, postal meter, phones, and credit card machine.

The Personnel Policies and Procedures established by the Council and any other directives or guidelines established by the Council are incorporated herein by reference.