

Middle Rio Grande Conservancy District Classification Description



TITLE: Front Desk Clerk
FLSA: Nonexempt
SALARY: \$22.00-\$25.00
SUPERVISOR: Director of Communications
DEPARTMENT: General Office
ESTABLISHED: August 2026

Position Summary:

Under the direct supervision of the Director of Communications, serves as a primary point of contact for the Middle Rio Grande Conservancy District (MRGCD), providing professional, responsive and helpful customer service to members of the public and MRGCD employees.

The position is responsible for the day-to-day operation of the General Office front desk, including greeting and assisting visitors, answering and routing telephone calls, responding to general inquiries, and helping customers connect with the appropriate MRGCD staff, department or resource. The position also provides support for District communications, community outreach, public meetings, employee activities and general administrative functions and, as needed, limited administrative support for the Field Division Offices.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

Front Desk, Customer Service & General Office Support

- Welcomes the general public and on-site visitors, determines the nature of business, monitors visitor access as required, announces visitors to appropriate MRGCD personnel, answers general questions, and provides general information.
- Answers incoming telephone calls, determines the purpose of calls, and forwards calls to the appropriate MRGCD personnel or department.
- Receives, records, and delivers messages and/or transfers telephone calls to voicemail when appropriate MRGCD personnel are unavailable.
- Provides courteous and professional assistance to members of the public, including individuals who may be frustrated, upset or unfamiliar with District operations, and elevates concerns when appropriate.
- Receives deliveries and directs vendors, contractors and other visitors to the appropriate department or employee.
- Maintains awareness of current District meetings, projects, closures, and public notices to help route questions appropriately.
- Unlocks the MRGCD General Office front doors at the start of the business day and secures and locks the General Office front doors, except under special circumstances or for special events, and patio doors in the break room at the close of the business day.
- Distributes employment applications and other forms to the public; assists with completion of forms; reviews forms for completeness and accuracy; and forwards completed forms to appropriate MRGCD personnel.
- Maintains a record of frequently asked questions and recurring public inquiries to help identify opportunities for improved District communications and customer service.

- Posts General Office closure and reopening notices prior to MRGCD-observed holidays and other scheduled closures, as well as other public notices as needed.
- Adheres to the Front Desk Operating Procedures Manual.

Communications & Community Outreach Support

- Monitors and distributes relevant news coverage, press releases and related materials to the MRGCD Board of Directors and maintains organized electronic archives of communications materials.
- Maintains the public community events calendar on the MRGCD website and an internal master events calendar, including event dates, locations, registration deadlines, organizer contacts and other logistical information.
- Assists with preparing routine recurring communications materials, including monthly reports, internal emails and basic graphics, by updating approved templates and information as directed.
- Coordinates administrative and logistical support for MRGCD participation in community events, including tracking participating employees, Board members and departments; preparing event information and materials; and organizing handouts, giveaways, signage and other supplies.
- Maintains an inventory of brochures, flyers, promotional items and other outreach materials and notifies the Director of Communications when materials need to be updated, printed or reordered.
- Assists with post-event documentation, including collecting photographs, attendance estimates, frequently asked questions and follow-up items.
- Assists with routine, approved website updates and identifies outdated information, broken links or other content that may need attention.
- Organizes and maintains photographs, graphics and other communications files.
- Assists with preparation and organization of public meeting materials, including sign-in sheets, agendas, name tags, handouts and informational folders.

Administrative, Records, Purchasing & Accounts Payable Support

- Receives, sorts, date-stamps, and routes incoming mail; prepares outgoing mail; records postage meter usage and maintains and replenishes postage meter balances in accordance with established procedures.
- Maintains and updates the MRGCD employee telephone extension list, shared calendars, contact lists, and administrative records.
- Provides routine purchasing and administrative support, including entering requisitions and purchase orders and scanning, organizing and archiving related documentation.
- Provides Accounts Payable records support, including attaching electronic copies of paid invoices to the appropriate records in the District's ERP system.
- Assists with scheduling and reserving meeting rooms and maintaining related calendars.
- Coordinates travel arrangements for District employees including booking flights, hotel accommodations, transportation, and assist employees in obtaining proper approvals for travel by completing the Travel Authorization Form.
- Coordinates recurring employee activities, including monthly birthdays, retirement potlucks, holiday gatherings, and employee recognition.

Field Division Administrative Support

- Processes Service Requests, including receiving, reviewing, and distributing Service Requests for field service operations and maintenance requests.
- Provides administrative and clerical support for Field Division Offices as required.

General Responsibilities

- Supports overall District operations by working collaboratively with employees and departments and completing assigned responsibilities in a timely and professional manner.
- Performs other duties as assigned.

Minimum Qualifications:

Associate's degree in Business Administration, Communications, Public Administration, Office Administration, or a related field and three (3) years of directly related experience; or an equivalent combination of education, training and experience. Five (5) years of progressively responsible administrative, customer service, or public-facing experience may substitute for the education requirement. Must possess and maintain a valid New Mexico Driver's License with no major traffic violations and successfully complete a drug and alcohol screening and criminal background check.

Knowledge, Abilities, Skills, and Certifications:

Knowledge of:

- Customer service principles, practices and professional standards for assisting members of the public and employees.
- Business English, including proper spelling, grammar, punctuation and professional written communication.
- General office practices and administrative procedures, including records management, scheduling, mail processing and basic purchasing documentation.
- Computers and common office software, including Microsoft Word, Excel, Outlook and other business applications.

Ability to:

- Follow verbal and written instructions and established procedures accurately and consistently.
- Assess situations, exercise sound judgment, and determine the appropriate course of action or when an issue should be elevated.
- Manage multiple responsibilities, shifting priorities and interruptions while maintaining accuracy and meeting deadlines.
- Communicate clearly, professionally and respectfully with members of the public and MRGCD employees.
- Listen to and understand customer questions or concerns and help identify the appropriate information, resource, employee or department to address them.
- Exercise tact, patience and professionalism when assisting individuals who may be frustrated, upset or unfamiliar with District operations.
- Develop and maintain positive, collaborative working relationships with members of the public and MRGCD employees.
- Provide consistent, responsive and professional customer service in person, by telephone and through written communication.
- Maintain appropriate confidentiality and exercise discretion when handling sensitive information.

Certifications:

- None required.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds.

Work Environment:

Work is generally performed in an office setting with a moderate noise level. Prolonged sitting is required on a regular basis. Tight time constraints and multiple demands are common.