

Resident Relations Coordinator / Right-to-Know Officer / Grant Coordinator

Department: Administration
Reports To: Township Manager

Position Summary

The Receptionist / Right-to-Know Officer / Grant Coordinator serves as the primary point of contact for residents, visitors, and public officials while ensuring the municipality's compliance with applicable public records laws and supporting municipal grant activities.

This position plays a critical role in maintaining transparency, supporting municipal operations, and assisting in securing external funding for community projects and services. The ideal candidate is highly organized, professional, detail-oriented, and capable of handling confidential and time-sensitive information.

Essential Duties and Responsibilities

Reception & Municipal Administrative Support

- Greet residents, vendors, contractors, and visitors in a courteous and professional manner
 - Answer, screen, and route incoming telephone calls
 - Provide general information regarding municipal services, meetings, permits, and procedures
 - Accept payments, applications, and official documents as required
 - Manage incoming and outgoing mail, including certified and legal correspondence
 - Maintain office supplies and front office organization; Place service calls for copy and postage machines as needed
 - Assist with scheduling meetings and maintaining municipal calendars
 - Schedule and maintain conference and meeting room calendars
 - Provide administrative support to municipal officials and department heads
 - Attends meetings as requested
 - Takes minutes of township boards and commissions as assigned
 - Receives and handles resident concerns about garbage and maintains records through Vision software
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Right-to-Know Officer (Public Records Compliance)

- Serve as the municipality's designated Right-to-Know Officer in accordance with applicable state Right-to-Know / Open Records laws
- Receive, date-stamp, log, and track all public records requests
- Issue timely written responses within statutory deadlines

- Coordinate with department heads, the Solicitor, and staff to gather responsive records
 - Review records for applicable exemptions and confidentiality requirements
 - Maintain organized documentation of requests, responses, and appeals
 - Prepare affidavits or documentation related to denied or partially denied requests
 - Stay informed of updates to state and federal public records regulations
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Grant Coordination

- Maintain and update the municipality's grant tracking spreadsheet
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Qualifications

- High school diploma required
 - Minimum of 2 years of administrative experience; municipal or public sector experience preferred
 - Familiarity with public records laws and municipal procedures strongly preferred
 - Strong written and verbal communication skills
 - Proficiency in Microsoft Office and municipal software systems
 - Ability to interpret regulations and maintain confidentiality
 - Strong organizational skills with the ability to manage multiple deadlines
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Knowledge, Skills, and Abilities

- Knowledge of municipal government structure and operations
 - Understanding of public records retention and compliance requirements
 - Ability to interact professionally with elected officials, staff, and the public
 - Strong attention to detail and accuracy
 - Ability to exercise sound judgment and discretion
 - Customer service-oriented approach to public service
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Working Conditions

This position operates in a municipal office environment with frequent public interaction. The role may require attendance at occasional evening meetings, training sessions, or municipal events. There are prolonged periods of sitting. Lifting of up to 15 pounds.

