Position Description

Office Administrative Assistant

Position Title: Office Administrative Assistant   **Date:** May 24, 2013

Department: Administration

Reports To: City Clerk

FLSA Status: Non-exempt

Primary Objective of Position

To perform various types of skills including front office customer service duties, support administration department, city clerk's office, and other duties as assigned.

Essential Functions of the Position

Customer Service

- Fields all incoming phone calls
- Greets and assists all visitors at front counter
- Provides general assistance to public and staff
- Receives, sorts, and distributes incoming mail, deliveries, and faxes
- Processes outgoing mail and is responsible for auditing postage
- Schedules park reservations, conference rooms, council chambers
- Issues and tracks licensing programs

Administrative Support

- Responsible for daily opening of City Hall
- Assists with administrative mailings and publications
- Assists with records management and data practices requests
- Assists with preparation of city council and commission packets
- Assists with ordering office supplies and maintaining inventory
- Assists with elections and serves as city election judge
- Assists building department with permit issuance
- Assists with scheduling building inspections
- Assists with utility billing inquiries and mailings
- Assists with preparation of bank deposits
- Assists with petty cash reconciliation

Miscellaneous

- All other duties as assigned

Performance Criteria

- Commitment to exceptional customer service and positive attitude. Must demonstrate poise, tact, and diplomacy with strong focus on delivering superior customer service to internal and external people
- Demonstrates a working knowledge of standard office practices, procedures, equipment, and Microsoft office suite applications
- Demonstrates ability to efficiently and effectively create and produce quality detailed work with a high level of accuracy
- Demonstrates initiative in process improvement opportunities
- Strong attention to detail in reporting, accounting, and official city record keeping
- Ability to perform successfully with minimal supervision
- Ability to maintain effective and positive working relationships with associates and the public while demonstrating a team player approach in assisting all staff
- Possess excellent written and verbal communication skills and exceptional phone etiquette, with an ability to relate effectively with diverse individuals

Minimum Qualifications

- High school diploma or equivalent required
- Two years of increasingly responsible experience in an office setting and/or local government. An equivalent combination of education and work experience may be considered for this position

Desirable Qualifications

- Knowledge of principles and practices of local government
- Knowledge or experience in permitting and licensing
- Advanced computer software experience and proficiency especially in Microsoft Office, Outlook, Adobe, and various building/permit software packages
- Ability to exercise independent judgment and discretion in decision-making
- Ability to effectively problem solve using analytical and strategic thinking
- Higher education in business, public administration, or a related field
- Three recent consecutive years of full-time receptionist experience
- Knowledge of City and State regulations related to building, housing, or zoning

Supervision Responsibilities - N/A

Physical Requirements

Positions in this class typically require: sitting, feeling, manual dexterity, grasping, talking, and hearing, typing, and seeing. The individual may encounter unexpected and prolonged workdays and stress and pressures from dealing with emotional issues and conflicts. There is sustained exposure to computer keyboards and video screens. This position is light duty and may require the exertion of up to 20 pounds of force on occasion or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.