

Administrative Assistant
JOB DESCRIPTION

POSITION TITLE: Administrative Assistant

DEPARTMENT: General Government

SUPERVISION RECEIVED: City Council/Personnel Committee

F.L.S.A. STATUS: Part Time, Non-exempt

OVERVIEW: Performs administrative, clerical and secretarial work in support of daily operations. Primary responsibilities include utility billing, providing information to the public through phone and in-person contact, making deposits, filing, and maintenance of the City website/social media. This is a part time, on call position and will act as a backup for the City Clerk as needed. Regular hours will be from 1:00PM-4:30PM Monday-Thursday. Friday as needed to perform the duties of the position. There may be additional hours as determined by the City Clerk or City Council.

ESSENTIAL FUNCTIONS

- First point of contact. Provides information and assistance to citizens either in-person, by phone or email; answers questions; receives complaints;
- Prepares research, maintains files; makes copies; notarizes papers; takes messages and refers callers to other staff;
- Prepares and mails utility invoices; collects payments; posts payments and runs reports; answers questions related to utility invoices; administers water shutoff for nonpayment; accepts applications for utility services, certified delinquent bills to property taxes;
- Manages and answers questions related to Payment Service Network for utility payments;
- Prepares bank deposits;
- Maintain the City website and social media;
- Purchases office supplies, requests maintenance and repair as needed;
- Maintains Petty Cash fund;
- Attends meetings during and after regular hours as needed
- Assists with elections to ensure compliance with State rules and regulations;
- Assists and acts as a backup to the City Clerk/Treasurer
- Performs other duties as assigned by City Council

OTHER DUTIES AND RESPONSIBILITIES

- Prepares agenda, informational packets and communications for city commissions (i.e.: Planning and Zoning, Park and Rec, Economic Development Authority)

- Assist with quarterly newsletters
- Assists other department heads where needed
- Grant writing and reporting
- Attend conferences and continuing education workshops as needed to stay abreast of issues and/or new and changing regulations

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to communicate effectively, both orally and in writing.
- Ability to use computer/keyboard, phone, adding machine and other office equipment.
- Ability to conduct research as needed to implement and/or enhance city programs and special projects
- Ability to update City website and social media
- Knowledge of office practices and procedures
- Knowledge of accounting/bookkeeping principles and automated billing practices
- Ability to learn city services, operations, and departmental policies and practices
- Ability to learn elections laws, policies, and procedures and equipment operation.
- Ability to comprehend and apply the Open Meeting Law and Data Practices Act.
- Ability to handle private and confidential information with discretion.
- Ability to establish effective working relationship with city officials, representatives of other governmental units, city department heads, and the general public.
- Ability to work under limited supervision.
- Ability to handle multiple tasks at once

MINIMUM QUALIFICATIONS:

- Minimum qualification is a high school diploma or equivalent.
- Requires some administrative experience in an office setting
- Proficiency at reading, interpreting, and communicating procedures and policies
- Experience and ability in computer word processing, website and social media maintenance, spreadsheet programs, and language skills or ability to learn

DESIRED QUALIFICATIONS:

- Local government experience
- Administrative Assistance experience

WORKING CONDITIONS:

- Work is light to moderate, requiring sitting for extended periods, and variably frequent rising, walking, standing and bending.
- This position is required to have hand and arm dexterity adequate to allow for extensive use of key boards, to talk and hear with enough proficiency to allow for communicating by phone or in person, and to have adequate vision to accommodate frequent viewing of computer screens and printed reports.

- This position requires lifting and/or moving up to 10 pounds frequently, and infrequently lifting or moving up to 25 pounds.
- The noise level is usually low to moderate.
- Position includes regular hours as well as the flexibility to work on call to fill in for the City Clerk/Treasurer and to work on occasion on week nights and weekends for meetings or emergencies.