

Part-Time 'City Hall Administrative Assistant' Job Description

General Summary

Under the general direction of the City Clerk and City Manager, the City Hall Administrative assistant provides general assistance to the City Manager, City Clerk, and other administrative staff within City Hall. Main duties include filing, answering phones, providing customer assistance, general secretarial duties, and assisting in the collecting and accounting of monies received by the city. Provides secretarial and administrative support to the City Manager and other administrative staff members. Compiles and types reports, records, retrieves, proofreads, duplicates and files documents. This position acts as a receptionist providing general information over the phone or in person to other staff, elected officials, and members of the public. Also provides confidential secretarial support to the City Manager. The City Hall Administrative Assistant is one of the public faces of the City and is oftentimes who a caller or visitor might encounter when contacting the City. This person should be able to handle frequent interruptions and have the patience required to provide pleasant customer service to the general public. He or she should be able to track many things simultaneously and enjoy serving the public.

Essential Functions

An employee in this position is required to perform the following essential functions with or without reasonable accommodation. These examples are not an exhaustive list of duties which the employee may be expected to perform.

1. Assist the City's Clerk Cashier/Utility Biller with running the front window at City Hall. This shall include a lot of interaction with the public, and will require someone with good customer service skills and an ability to accept complaints while maintaining professional composure. Duties at the front window also include, but are not limited to, the following: answering phone calls, accepting tax payments, accepting water/sewer bill payments, making payment arrangements with eligible parties, coordinating service calls with the City's water/wastewater departments, accepting planning, zoning, and building applications and forwarding them on to the correct staff member, and much more. At present, City Hall's front window hours are 9:00 a.m. – 4:00 p.m. on Mondays through Thursdays, and 9:00 a.m. – 1:00 p.m. on Fridays, but hours are subject to change. Training will be provided regarding how to post payments received in the City's financial accounting software system (BS&A). Will be expected to balance your cash register at the end of each shift.
2. Provides secretarial support for the City Manager, City Clerk, and other members of the City's administrative staff. Examples of secretarial support that may be required includes typing letters and reports, filing documents, locating file documents, obtaining and compiling data and related functions. Knowledge of how to operate general Windows programs such as Microsoft Word is required.
3. Interacts with City departments, employees, elected officials, and the general public to relay or request information. Directly supervised by the City Clerk, who shall be advised of concerns. Investigates or directs to proper person/department and follows up on citizen requests for service, complaints and requests for information.
4. Assists in updating documents and filing systems, including through copying, scanning, and e-filing documents electronically as well as in physical form.
5. Composes and drafts correspondence for City Manager and Mayor, replying to routine correspondence.
6. Assists the Clerk as requested with the preparation of agendas, packets, and minutes for public meetings and board and committee meetings, as requested. May be a staff liaison or recording secretary as requested by the City Manager or City Clerk.
7. Assists with the development of city communications, including newsletters.

8. Gathers, organizes, assembles and prepares copies/materials for distribution to appropriate individuals.
9. Assist in the City Clerk and City Treasurers office as needed and directed.
10. Assists in school, state and federal elections as directed by the City Clerk.
11. Assists with voter registration.
12. Assists in issuing ballots, absentee applications and validation of the same.
13. Type, copy, enter data, sort, date stamp and distribute mail and complete other clerical projects as assigned.
14. Maintain a current inventory of City office supplies and assist the City's agent for purchasing office supplies as well as the contract for maintenance & repair of all office equipment.
15. File documents, reports and correspondence for the City Manager, department heads or assigned areas; maintain City Manager's filing system and help organize and maintain records for City departments.
16. Help maintain the master calendar for the City and provide email reminders to City staff of important dates and deadlines.
17. Schedule appointments, meetings and update the City Manager's calendar.
18. Receives, screens and directs telephone calls and visitors to City Hall. Assists at the front counter and provides general information regarding City operations and policies.
19. Assists with the promotion and advertisement of City events and performs miscellaneous administrative tasks as assigned.
20. May handle a wide variety of situations and conflicts involving the clerical and administrative functions of the office.
21. Relies on experience and judgment to plan and accomplish goals.
22. A wide degree of creativity and latitude is expected.
23. Ability to establish and maintain effective working relationships with other employees, supervisors, elected officials, and the general public.
24. Working knowledge of telephone, typewriter, copy machine, fax machine, scanner, computer, word processing, email, online calendaring, and calculators.
25. Ability to understand and follow complex oral and written instructions, prioritize demands, and work independently.
26. Ability to critically assess situations and solve problems, communicate effectively, and work well under stress, within deadlines, and with changes in work priorities.
27. Provide staff support to an assigned department including serving as backup for various staff positions in their absence.
28. Assumes responsibility in special projects as assigned.
29. Other duties as assigned.

Required Knowledge, Skills and Abilities

An employee in this class, upon appointment, should have the equivalent of the following knowledge, training and experience:

- Minimum High School Graduate or GED
- Ability to type proficiently
- Proficient in Microsoft Word
- Must be able to communicate effectively with people
- Strong organizational skills
- Considerable maturity and judgment in dealing with sensitive materials and having the highest level of confidentiality
- The ability to thrive in a fast-paced environment
- Skill and experience in operating standard office machines, such as copy machines, scanners, and computers
- Skills in human relations in responding to the public
- Willingness to maintain a positive attitude and support a team environment is absolutely essential

Preferred Knowledge, Skills and Abilities

An employee in this class, upon appointment, should have the equivalent of the following knowledge, training and experience:

- Previous administrative secretarial experience
- Proficient in additional Microsoft applications, such as: Outlook, Excel and Power Point
- Some post-secondary education preferred. Associate's Degree strongly preferred.
- Experience running a cash register and/or handling money is strongly preferred.