

## **Receptionist/office assistant**

**PURPOSE OF POSITION:** Perform a variety of customer service and office support duties relating to utility billing, accounts receivables, reception, special projects assisting with Court admin and other general clerical/secretarial tasks. Analysis and decision making are required in the performance of the assigned tasks.

**ESSENTIAL JOB FUNCTIONS:**

The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

- Represents the City of Aumsville by responding to the public, citizens, its employees, and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor. Regards everyone, internal and external, as a customer and delivers the best service possible in a respectful and patient manner.
- Maintains regular job attendance, adherence to working hours, and harmonious and positive working relationships with city staff, other organizations and the general public. Follows all safety rules and procedures established for work areas, and may participate in the Safety Committee meetings.
- Answers telephone and routes calls to appropriate person or department or takes messages as necessary. Provides a high level of customer service to the public, other agencies, elected/appointed officials and acts as a team player during interactions with other city employees. Responds to questions and concerns as received; referring more technical or specialized questions to the city administrator or others, and complaints to the city administrator.
- Opens and routes mail to addressees; processes checks, and enters payments in cash management system.
- Monitors general supply inventory at city hall and restocks as needed. Actively works to assist others, answer questions, and propose solutions to problems.
- Performs a variety of other general/clerical/secretarial duties in support of the city administrator and city hall staff, and other departments as approved by the city administrator, such as entering data into computer and manual record systems; maintain reports; preparing various reports; preparing outgoing mail; filing and records management; typing, photocopying, proofing documents; posting public notices; accounting; collating; processing applications and permits; creating documents, procedures and processes as directed by City Administrator. May be required to develop spreadsheets, and or professional reports and materials essential to provide effective services to City residents. etc.

- Processes park facilities and community center rental applications. Maintains/updates community calendar as facilities reservations are made.
- Performs cashier duties: receives payments, makes accurate change, issues receipts, posts payments to appropriate accounts and balance cash drawer at the completion of each shift.
- Prepares utility billing service work orders, and processes starts and stops of utility service. Answers routine questions from utility billing customers and assists them in establishing payment agreements within clearly defined guidelines.
- Maintains work areas and lobby in a clean and orderly manner.
- Assists Court clerk in processing payments, citations and assisting customers in court proceedings.

**AUXILIARY JOB FUNCTIONS:** Provide backup to other city hall staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. May be asked to perform opening/closing procedures.

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS-** Graduation from high school or GED equivalent; two years of customer service and Office environment, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

Knowledge of a variety of office procedures and practices, basic accounting practices, business English and grammar, use of office equipment, including a demonstrated proficiency in use of Microsoft office applications, word processing and spreadsheet software, etc. Must have the ability to work through conflict situations with customers. Must be able to work Monday through Friday 8 am to 5 pm.

**SPECIAL REQUIREMENTS/LICENSES-** Must be able to show a consistent history of sound decision making skills, be able to qualify under criminal justice information access system and have clean criminal background.

**DESIRABLE REQUIREMENTS-** Experience in a customer service environment. Completion of post high school accounting and office practices courses/seminars. a plus.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 30 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 40 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:** Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, copier and background noises. Will regularly work with angry customers in both the utility receptionist and court duties.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers and newly assigned personnel.

**SUPERVISION RECEIVED:** Works under the general supervision of the City Administrator.