



Administrative Office Assistant

ADMINISTRATIVE OFFICE ASSISTANT

GENERAL PURPOSE SUMMARY: Serve as a public representative for the municipal organization at City Hall front desk. Responsible for providing a variety of routine clerical work as well as cash management. Provides support to the City Administrator, Finance Officer and City Planner, and other duties as assigned. The following is representative of the associated tasks, though not all inclusive:

Receive the public at the front desk and by telephone, actively works to assist others, answers questions or refers to appropriate persons.

Assist the Clerk of the Municipal Court by taking court payments while court is in session.

Receive and record utility payments as needed.

Respond to inquiries from employees, citizens, and others and refers when necessary to appropriate persons.

Receive, stamp and distribute incoming mail, processes outgoing.

Assist in preparing agendas and supporting materials, may take minutes of public meetings.

Assist the City Administrator in preparing reports and preparing grant applications and any necessary follow up with grants.

Takes reservations for the use of the Legion Hall community center and other city owned facilities.

File city documents in accordance to the City Standards.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of computers and data processing; modern office practices and procedures; some knowledge of accounting principles and practices.

Skill in dealing with the public in often stressful situations, operating data base programs, spreadsheets, ten key calculator and general office equipment.

Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; work efficiently without supervision meeting required timelines; follow written and oral instructions; attend evening meetings.

Current, or the ability to obtain, State of Oregon Notary Public Certification is preferred but not required.

The ability to speak Spanish is preferred but not required.

The City of Monroe is an equal opportunity provider and employer.

TOOLS AND EQUIPMENT USED

Phone, computer, copy machine, fax machine, 10-key calculator, binding machine, projector.

DESIRABLE EDUCATION OR EXPERIENCE:

Office experience and training that provides specific knowledge in the area assigned; or any combination of experience and training that demonstrates the knowledge, skills and ability to perform the above described duties. Graduation from high school or possession of the equivalent GED certificate or currently enrolled in high school or a GED program.

SUPERVISION RECEIVED: Directly supervised in all functions by City Administrator.

TYPICAL EXAMPLES OF WORK: An employee in these classifications may perform any of the following duties. However, these examples do not include all the specific tasks which an employee may be expected to perform.

1. Responsible for front desk communication duties. Answers telephone and dispatches to appropriate party, answers general questions and assists the public. Responds to customer service questions and complaints over the phone, in person, and via electronic media. Picks up mail, opens, date stamps and distributes to appropriate departments.
2. Collect utility payments from walk in customers.
3. Responsible for administrative office duties and research
4. Maintains records and information on office equipment and coordinates general maintenance and supplies for equipment.
5. Records City Council and Planning Commission meetings as necessary in support of Administrator.
6. Collect and record payments from defendants while court is in session.
7. Work with staff monthly to create the monthly newsletter. Contribute materials to the newsletter regarding recent City activities.
8. Update the City's website and social media accounts with current information and events.
9. Prepare and assemble council packets and committee agendas and packets.
10. Coordinate, assemble and mail out utility bills each month.
11. Assist the Public Works Superintendent with preparing, processing and filing of reports.