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Description automatically generatedDelta City***

**Job** **Description**

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| --- | --- | --- | --- |
| **Title:** | Administrative Assistant | **Code:** |  |
| **Division:** | Administration | **Effective** **Date:** |  |
| **Department:** | Administration | **Last** **Revised:** |  |

# GENERAL PURPOSE

Performs a variety of working level administrative support, technical and complex clerical duties to expedite the fulfillment of the statutory responsibilities of the office of City Recorder and provide timely administrative support. Performs administrative and clerical support related to business licensing and accounts payable processing, building permits and utility billing.

# SUPERVISION RECEIVED

Works under the general supervision of the City Recorder.

SUPERVISION EXERCISED

None.

# ESSENTIAL FUNCTIONS

May assist in preparing checks for payment of invoices; may generate checks and secure proper signatures, prepare checks for mailing, and mails the same; ensure proper filing of duplicate records as needed to monitor status of checks issued. May assist in scheduling services and generating public works “work orders”, and violation letters and assist in building permit application and approval process. Assists with utility account maintenance and billing.

Performs customer service; responds to general questions related to business licensing regulations, processes, and procedures; identifies variations according to business types and operations; instructs in the completion of application forms and assists with the same; prepares invoice for business licensing fees; assists in resolving conflicts and related enforcement issues; tracks sales tax records to ensure proper licensing status and receipt of sales tax payments; track and bill delinquent fees; ensures current beer license status.

Second person backup for front office customer service counter and telephone. Covers the front office when primary coverage of front office is unavailable due to time off and lunches.

Assists with office document management and maintenance; copies, files, scans, faxes, proof-reads, etc.; assists with the shredding of files as directed.

Assists to monitor office supplies and materials; tracks inventory and initiates purchases as needed to maintain sufficient supply.

Maintains availability of various operations forms, applications, and related official documents; creates new forms including utility applications, etc.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:
   1. Graduation from high school.

AND

* 1. Two (2) years of general clerical and customer service experience related to the above duties.
  2. OR
  3. An equivalent combination of education and/or experience.

1. Knowledge, Skills, and Abilities:

Some knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer terminal in utilizing various software programs related to word and word processing, spreadsheet, and database management; operation of standard office equipment; basic mathematics and bookkeeping; interpersonal communication skills and telephone etiquette; public relations.

Skill in the use of a computer and various software applications.

Ability to communicate effectively with irate customers; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer (windows environment) in utilizing various programs to produce or compose formal documents, reports, and records; operate standard office equipment; develop effective working relationships with supervisors, fellow employees, and the public.  
  
Must be able to demonstrate keyboard skills, with accuracy.

1. Special Qualifications:

Soft Skills necessary for this job include, but are not limited to, the following: excellent communication skills, dependable, excellent work ethic, team player, conflict resolution, good listener, proficient time manager, be adaptable, be punctual, have respect for all co-workers and the public, etc.

1. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, including walking, standing, stooping, sitting, reaching, and light lifting. Talking, hearing, and seeing is essential in the performance of daily tasks. Common eye, hand, finger dexterity is essential. Mental application utilizes memory for details, verbal instructions, emotional stability for dealing with the public daily and discriminating thinking.

**\*\*\*\*\***

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification.

They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are intended to and do not imply or create any employment, compensation, or contract rights for any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

**I** **have** **reviewed** **the** **above** **job** **description.** **Date:**   
 **(Employee}**