

**CITY OF LEAVENWORTH
JOB DESCRIPTION**

TITLE: Office Assistant
REPORTS TO: Deputy Clerk
DEPARTMENT: Finance
POSITIONS SUPERVISED: None
FLSA STATUS: Non - Exempt
SALARY RANGE: Probation (six months): \$2,599/month
Range following successful completion of probationary period: \$3,058 - \$3,344

POSITION SUMMARY:

The Office Assistant is primarily responsible for the first contact as the City's Customer Service Representative for answering phones and/or directing citizen and visitor questions to the appropriate staff. The Office Assistant, under the direction of the Deputy Clerk, assists in the duties of accounts payable, accounts receivable, utility billing, business license coordination and permitting duties under direction from the Development Services staff. In addition, the Office Assistant will provide support to the Mayor, City Administrator, Finance Director/City Clerk, and Development Services Manager. The Office Assistant is a full-time non-exempt union represented position with benefits.

ESSENTIAL FUNCTIONS:

- Perform complex and difficult technical clerical duties in support of several departments.
- This position responds to questions from the public, requiring the ability to communicate both in person and on the telephone.
- Under the direction of the Finance Director/City Clerk and on daily tasks by the Deputy Clerk, this position answers the phone, assists customers/visitors with questions, sorts mail, counts cash, performs data entry for accounts receivables/payables, utility billing and contract billing, processes and maintains tracking for business license and permit applications, responds to records requests, maintains system files, determine and collect appropriate fees, and may transcribe minutes for the Planning Commission from audio devices and all other miscellaneous duties as assigned.
- Under the direction of the Development Services Manager, assist in the processing of building, land use, fire, right of way, mechanical, and other various permits according to established procedures; assists in organizing and maintaining project files; and perform a variety of clerical duties including word processing, filing, scheduling, map organization, and booking meeting spaces.
- This position involves drafting correspondence and reports for the community, elected officials, and staff. This requires the ability to type, read, write, and communicate with staff and the public at meetings and day-to-day encounters at the office.

KNOWLEDGE, ABILITIES AND SKILLS:

- Experience in Customer Service, including proven ability to deal effectively with difficult individuals with positive results.
- Ability to operate proficiently standard office equipment such as a typewriter, computer, printer, calculator, photocopier, postage, and fax machines.
- Ability to prepare general correspondence and other documents from verbal instruction, including the ability to proofread own and others work.
- Knowledge and experience using Microsoft Word and Excel (2-3 years), including the ability to type at a minimum of 40-60 words per minute. Ten-key entry should be a minimum of 70-90 strokes per minute.
- Skill using a computerized invoicing system (2-3 years) or other bookkeeping software – BIAS Preferable.
- Knowledge of permit process, procedures, and requirements.
- Strong cash handling skills.
- Capability to prioritize and organize clerical tasks from multiple managers.
- Willingness to continually learn and accept new tasks.
- Ability to maintain confidential information involving personnel actions, contract negotiations, and other sensitive material.

EDUCATION AND/OR EXPERIENCE:

- 3 - 5 years of experience in positions with primary duties involving providing excellent customer service skills, cash handling, invoicing/billing, and providing clerical support to multiple managers.
- A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit and talk or listen. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to stand, walk, and climb or balance.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in an office, which is busy, oriented to public service, and subject to constant work interruptions. Employees may work under the stress of continual public and/or inter-departmental contact and pressure to meet timelines. The noise level in the work environment is usually moderate.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the scope of responsibility, and the level of knowledge and skill typically required, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods, or to otherwise balance the work load.

The City of Leavenworth is an equal opportunity employer.