

CITY OF LEAVENWORTH

JOB DESCRIPTION

TITLE: Part-Time Office Assistant

REPORTS TO: Deputy Clerk

DEPARTMENT: Finance / Clerk

POSITIONS

SUPERVISED: None

FLSA STATUS: Non - Exempt

SALARY RANGE: \$15.00 - \$17.00 / Hour

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 and utility billing, collecting and processing mail and making bank deposits. In addition, the Office Assistant may provide support to the Finance Director/City Clerk and Assistant City Clerk. The Office Assistant is a part-time non-exempt position.

ESSENTIAL FUNCTIONS:

- Answering telephones and transferring calls on a multi-line system, greeting customers in person, responding to complaints by directing them to the appropriate staff person or the Deputy Clerk for resolution, responds to public inquiries and requests or directs the customer to the appropriate staff person, responds to routine complaints by applying an administrative knowledge of the operational functions of the department.
- Daily collection and processing of mail and posting payments and making bank deposits.
- Perceives when non-routine activities are required and offers to help without needing to be asked. Makes effort to modify workload to assist with emergency situations, assignments, or projects whenever possible.

KNOWLEDGE, ABILITIES AND SKILLS:

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 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.
- Ability to establish and maintain effective relationships with other employees, the general public, appointed and elected officials and other public and private agencies, and to work cooperatively with others as a member of a service-oriented team, in a courteous and tactful manner, including in situations that are highly emotionally charged and controversial in nature.
- Ability to communicate effectively, verbally and in writing with employees, consultants, other governmental agency representatives, City officials and the general public. It requires the ability to professionally deal with the public, staff members and other agencies on the phone and in person.
- Willing to be helpful; willing to negotiate schedule to accommodate another's needs.
- Willing to use both good verbal and non-verbal behavior to show an open, accepting attitude.
- Thorough knowledge of secretarial and office management practices and procedures.
- Ability to work in a rapid pace work environment, to handle multiple priorities and projects and to meet deadlines.
- Ability to express ideas effectively in written and oral form, and to provide clear, concise information to a variety of audiences including elected officials, officials of other jurisdictions, City professional and management staff, and the general public.
- Ability to type 25 words per minute and possesses working knowledge of word processing, spreadsheet and database programs. Knowledge of Microsoft Word and Excel preferred.
- Ability to operate standard office machines; i.e., computer, calculator, copy machine and fax.
- Ability to learn basic application programming of the city's telephone system and local area network.
- Ability to exercise individual initiative and discretion in confidential matters and to respect confidential matters regarding other employees and councilmembers.
- Ability to become and remain current on issues, situations and conditions relative to city operations and the community, Finance Director / City Clerk's office and City Council.

- Ability to work efficiently under pressure and with constant interruptions.

EDUCATION AND/OR EXPERIENCE:

High School Diploma and/or GED and 1 - 3 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.

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 hear. 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 list 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.