



---

## ADMINISTRATIVE ASSISTANT

---

Department: Administration

FLSA Status: Non-Exempt

Pay Range: \$22 - \$32/hour

Reports To: City Secretary

Approved Date: 09-03-2024

---

### GENERAL STATEMENT OF THE POSITION

The Administrative Assistant plays a key role in ensuring the smooth and efficient operation of the Administration Department, including Development Services and the Municipal Court. This position requires exceptional communication and customer service skills, as the Administrative Assistant serves as the first point of contact for visitors and phone inquiries. Primary responsibilities include managing the front desk and performing a variety of administrative tasks to support departmental functions. The ideal candidate is highly organized, capable of working independently, but also thrives in a team-oriented environment. This is a full-time, on-site position.

### SPECIFIC DUTIES AND RESPONSIBILITIES

#### Customer Service and Communication:

- **Provide courteous and professional customer service to residents and visitors**, ensuring their inquiries and concerns are addressed promptly and efficiently.
- **Manage the multi-line city phone system**, providing prompt and professional assistance to callers by addressing their inquiries or directing them to the appropriate departments.

### **Mail and Correspondence Management:**

- **Open, sort, and distribute incoming mail for the City**, ensuring that all correspondence is directed to the appropriate departments or individuals in a timely manner.
- **Prepare and send outgoing mail**, including informational and promotional mailouts, postcards, and other communications.

### **Financial and Inventory Management:**

- **Assist with payment processing for multiple departments**, including development fees, permits, court fines, and utility billing, ensuring that all transactions are processed efficiently and accurately, maintaining precise and organized deposit records.
- **Manage and maintain the office supplies inventory for the Administration Department**, including monitoring stock levels, placing orders, and ensuring that all necessary supplies are available to support daily operations.

### **Administrative Support:**

- **Provide administrative support to the Municipal Court**, assist defendants with case-related inquiries and guiding them through the necessary procedures.
- **Coordinate with the Court Clerk to accurately process court documents and payments**, ensuring all records are maintained with precision.
- **Provide administrative support to the Development Services Manager**, including assisting with the processing of permit applications, ensuring all documentation is accurate and complete.
- **Serve as a point of contact for inquiries related to the development process**, offering clear and accurate information to residents, developers, and other stakeholders.
- **Provide administrative support to senior department staff**, including managing calendars, coordinating and scheduling meetings with the public, and ensuring all appointments and engagements are efficiently organized.
- **Assist with the publication and distribution of the City Newsletter** and other notifications and information to businesses, residents, and visitors.

### **Facility Coordination:**

- **Serve as the City Hall facility use coordinator**, acting as the main point of contact for facility use inquiries, processing applications, and maintaining the facility calendar in coordination with the City Secretary and other departments.

### **Additional Responsibilities:**

- **Perform any additional duties as assigned by the city.**

## **MINIMUM EDUCATION AND TRAINING**

- High school diploma or General Education Degree (GED); Bachelor's Degree preferred.
- Three (3) to five (5) years related clerical experience and/or training, or an equivalent combination of education and experience that provides the necessary knowledge, skills, and abilities.

## **MINIMUM QUALIFICATIONS AND STANDARDS**

### **Physical Requirements:**

Must be physically able to operate a variety of office machines, tools, and equipment. Tasks require the ability to exert slight amounts of physical effort in light work, typically involving some combination of standing, sitting, stooping, kneeling and which may involve some lifting, carrying, pushing and/or pulling of objects and materials up to 25 pounds.

### **Interpersonal Communication:**

Ability to communicate effectively and courteously with the public, colleagues, and department officials. Demonstrated capacity to quickly learn and understand the functions of multiple departments, including Municipal Court and Development Services. Proficiency in assisting the public with a wide range of queries and concerns, strong problem-solving skills, and the ability to manage sensitive or confidential information with discretion. Collaborative mindset with the ability to work seamlessly across various departmental duties, maintaining a professional and approachable demeanor.

### **Language Ability:**

Bilingual Spanish is required. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

### **Computer Skills:**

To perform this job successfully, an individual should be proficient with Microsoft Office software and internet applications. Knowledge and proficiency with Adobe Acrobat preferred. Must be able to learn multiple software applications, including court docket, development services, and financial software.

**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.