



CITY OF LA PINE JOB DESCRIPTION

POSITION: Administrative Assistant

EMPLOYMENT STATUS: At will and non-exempt employee, 1.0 full-time equivalent. This is not a supervisory position.

GENERAL STATEMENT OF DUTIES: This position provides administrative support to the City Manager, City Recorder and Public Works Manager. They maintain official city records, record systems and coordinates facilities use. The person will perform the duties of the Assistant City Recorder responsible for taking minutes at all required meetings. The position is at the front counter often being the first contact any citizen has with the City which requires exceptional verbal and social skills.

SUPERVISION RECEIVED: Works under the general supervision and direction of the City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. General Duties & Responsibilities

Serves as Assistant City Recorder and assists the City Manager/City Recorder with duties.

Taking of all minutes at official meetings, preparing agendas and posting notices as required to meet the charter and public meeting notice requirements.

Serves as general receptionist at City Hall by answering phones, returning calls, answering general questions and referring the public to appropriate staff or agencies.

Supports the City website, prepares all updates as necessary to keep the website current.

Receives all mail, making daily trips to the post office.

Receives utility payments and other revenue payments from customers; daily reconciling and preparing bank deposit.

Records payments from customers, sorts checks, cash and other methods of payments following prescribed policies.

Processes customer work orders related to city utility accounts

Prepares in house mailings, correspondence, late notices and shut off door hangers as required.

Assists in maintenance of records in the office.

Takes customer complaints, records them and sends them to appropriate authority.

Prepares agenda packets that include collating, collection of documents for Council or Committee meetings as requested.

Attends Council meetings, Public Works or other committee meetings as required.

Prepares council room for all meetings, sets up and tears down as necessary.

2. Budget and Finance

Manage all spending to the best of their ability to reduce costs and increase efficiency on a daily basis.

Suggest ideas that will improve efficiency or reduce costs to supervisors.

Assist in the research of data for special projects as directed by the City Manager, Finance Manager or Public Works Manager.

3. Operational Skills

Have knowledge and understanding of the filing, retention and recording requirements of the City Recorder.

Accurately record all customer payments and transactions when assuming the role.

Communicate and work closely with staff to coordinate requests for service, hook ups, disconnects, shut off notices and other requirements of meeting customer service requests.

Ability to establish and maintain effective and professional working relationships with employees, supervisors, vendors, elected officials, and public.

Follow all policies to assure fair, equal and consistent treatment of all utility customers.

Excellent telephone etiquette and customer service skills required.

Work independently or as part of a team at City Hall.

Follow all accepted safety rules and regulations associated with the position.

Regular and reliable attendance.

4. Professional Development

Attends seminars and workshops related to this position at the discretion of the City Manager. Maintain all required licenses or those required to be obtained by a regulatory change within one year.

5. Compensation and Benefits

Compensation and benefits are based on employment status (see employee handbook). This position is reviewed twice annually.

MINIMUM QUALIFICATIONS

Education and Experience

Associate's degree, high school diploma (GED) or equivalent

Knowledge of Microsoft Office, Excel, Word, data entry and similar computer skills

Typing skills of 40 words per minute

Experience with utility or government agencies preferred

Knowledge of office equipment

Valid Oregon Driver's License

Driving record acceptable to City and its insurer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the position.