



Position: Administrative Support Assistant

Unit: Non-Union

Department: Central Services

FLSA Status: Non-Exempt

Summary Description

Under the supervision of the Administrative Support Manager, with a primary focus in administrative services for all City administrative functions. This position requires someone who will be resourceful, detail oriented, well organized and a good problem solver while assuring a steady completion of workload in a timely manner.

Supervision/Accountability

This position is directly accountable to the Administrative Support Manager; has no supervisory responsibility.

Major Duties/Essential Functions

Maintains professional communication while providing exceptional customer service to internal and external customers. A multi-line phone system, in person contact, email and any other means of communication may be used to communicate.

Prepares and proofreads correspondence; transcribe meeting minutes from personal notes or recordings for Community Development, Parks Commission, Board of Public Works and Capital Assets, Tourism, Common Council and public hearings; creates reports from data and information provided by various departments.

Prepares, formulates, and compiles data used in spreadsheets.

Prepares, compiles, distributes, and retrieves ordinances, resolutions, public hearing notices, public meeting packets, meeting minutes, agendas.

Attends board and committee daytime/evening meetings. Acts as secretary, takes and transcribes minutes.

Processes and receipt payments into financial software. Including but not limited to: building permits, pet licenses, City licenses, miscellaneous invoices and tax payments received in person, by mail or from an outside source.

Prepares and process invoices in accordance with City policies. Monitors outstanding invoices and provides follow up for payment.

Responsible for cash box while processing transactions at the front counter and completing various department deposits.

May be required to monitor collections and coordinate appropriate times for retrieving receipts and cash drawers. Reconcile cash drawers and prepare daily deposits for tax collections and various other City payments in accordance with city cash handling policies and procedures.

Prepares reports of information contained in statistical, accounting, financial and programmatic records for review and use by departments.

Operates computer, performing duties such as word processing, tracking and updating records on spreadsheets, database functions and other computer functions associated with various departments.

Completes data entry into software programs accurately while reviewing information for missing or inaccurate information. Including, but not limited, to building permits, scheduling building inspections, miscellaneous invoices, past due invoices, background checks, OSHA reporting, workers comp annual reporting, job postings, journal entries, voter registration information, absentee ballot requests, property records.

Processes outgoing mail; open, date stamp and sort incoming mail for all Civic Center departments.

Provides support to individual departments for daily operations, projects, process improvements and efficiencies.

Contributes to team effort by accomplishing unit tasks both individually and in cooperation with others.

Minor Duties/Responsibilities

Maintains central supply areas and copy machine supplies for Civic Center departments.

Maintains office equipment such as mail machine, scanners, receipt printers.

Performs other clerical duties as assigned.

Knowledge

Modern office methods and procedures; office equipment and filing systems; business letter and report-writing techniques; proofreading; statistical and record keeping principles and procedures.

Skill/Ability

Detail oriented and comfortable in a fast-paced office environment. Exceptional oral and written communication skills. Accurately type at a minimum speed of 50 words per minute. Understanding of electronic document filing system. Proficiency in MS Office with expertise in Microsoft Word and Excel. Ability to conduct research and obtain pertinent information thorough various resources.

Education/Experience

Must have a high school diploma or G.E.D. At least three years of related clerical experience required. At least one year of cash handling experience required.

Physical Demands

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, talk and hear. The employee is required to use hands to type, finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

License/Certifications

N/A

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



City Administrator



Human Resource Manager



Assistant City Administrator/Comptroller

Revision History:

February 2, 2023
October 11,2021
April 1, 2020
March 8, 2019