**OFFICE ASSISTANT**

**SUPERVISOR**: City Administrator

**SUPERVISE**: None

**PAY SCALE**: CTOA

**APPROVED**: March 11, 2025

**FLSA CATEGORY:** Non-exempt

**AUTHORIZED FTE**: 1 FTE (40 hours per week)

**SUMMARY DESCRIPTION**

Performs a wide variety of general clerical duties for the City Administrator, City Clerk, City Treasurer/Human Resources Coordinator, and Building Inspector/Zoning Administrator.

**EXAMPLES OF WORK PERFORMED**

ESSENTIAL FUNCTIONS**:** *The following examples of work are illustrative only and are not intended to be all inclusive.*

Prepares, mails, maintains records and provides reports regarding nuisances as directed by the Mayor, Chief of Police, City Administrator, and Building Inspector/Zoning Administrator

Assists in the preparation of accounts receivable invoices including interdepartmental gasoline and diesel reimbursement; assists in the calculation, billing, and maintenance of records of departmental fuel usage and reimbursement and motor vehicle tax paid to the Department of Revenue.

Assists in the collection of occupation taxes and lodging tax and various permits and licenses issued to the general public as well as maintains records and verifies the collection.

Assists the Building Inspector/Zoning Administrator in the maintenance of licensing records for electricians, plumbers and mechanical contractors, including billing and collection of license fees, issuance of licenses, and presentation to the City Council for approval.

Assists the City Clerk in the maintenance and distribution of amendments to zoning regulations, subdivision regulations and comprehensive plan.

Assists in the preparation of packets of information for City Council Members and Planning Commission Members as directed; maintains accurate listing of all board members, contact information, expiration dates, updates lists as changes in boards occur and distributes a questionnaire to citizens interested in serving.

Serves as the back-up for City Clerk for the City Council, Planning Commission, and Board of Adjustment meetings and prepares minutes following the meetings on an as needed basis;

Reviews, posts and updates the City of Wahoo website; assists with the preparation of a monthly public newsletter as directed.

Assists preparations of documents, maps, databases, and other information as needed in conjunction with census counts.

Assists Utility General Manager in preparation of reports and documents for Board of Public Works monthly meetings.

Assists in serving as the custodian of all official city records and public documents by accurately filing and assisting in preparation of city reports, documents, correspondence, and ordinances; assists in the maintenance of the city ordinance book.

Assists with various city accounting and bookkeeping functions, including cash receipts posting, accounts payable when needed, excluding the utility department finances.

Assists the City Treasurer/HR Coordinator with timesheet entry as needed for City and Utility employees;

Maintains cemetery records and cemetery database; assists in scheduling grave openings, works with parties purchasing grave spaces

Sets up meetings with department heads, employees, various committees, etc., including preparation of an agenda, email notifications, phone calls, and posting of agenda, as directed.

Greets individuals in person or by phone when contacting City Hall, determines their needs, directs them to the appropriate source for assistance and/or provides information as appropriate; serves as a cashier in receiving a variety of payments from the public.

Assists Utility office staff with customer questions including questions regarding disconnections of utility services, utility service orders, requests for new utility services, and collection of balances on utility billings

Performs a variety of clerical duties such as typing and photocopying, preparing various documents and reports, distributing city mail, and customer service duties.

Assists City Clerk in ensuring that various office equipment is in proper working order and schedule maintenance or repair as needed.

Receive citizen complaints; record information and/or refer individual to appropriate person for resolution.

Operates standard office equipment in the performance of job duties, i.e. fax machine, copier, personal computer, calculator, etc.

Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

* Business letter writing; basic principles and practices of administrative research and report preparation.
* Principles and procedures of record keeping and financial reporting.
* English usage, spelling, grammar and punctuation.
* Basic mathematical principles.
* Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
* Methods and techniques of effective customer service.
* Community resources and agencies available to the general public.
* Pertinent federal, state and local laws, codes and regulations.

**Ability to:**

* Perform a variety of responsible office assistant duties and activities of a general and specialized nature in support of other staff and programs.
* Utilize a variety of computer programs and software pertaining to the business of the city.
* Plan and organize work to meet changing priorities and deadlines.
* Enter data at a speed necessary for successful job performance.
* Work with frequent interruptions and a high degree of public contact by phone or in person.
* Establish and maintain records and reports.
* Deal constructively with conflict.
* Understand and follow oral and written instructions.
* Communicate clearly and concisely, both orally and in writing.
* Establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and frequent interruptions with some travel to different sites.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other city locations using various modes of private or city vehicles; verbally communicate to exchange information.

**EDUCATION AND EXPERIENCE**

*Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training**: Two-year degree in with a major in accounting, finance, business administration, public administration, or related field or any equivalent combination of training and experience that provides the required skills, knowledge and abilities. Two years of responsible office experience or closely related work preferred.