



**TITLE: ADMINISTRATIVE ASSISTANT**

**DEPARTMENT: GLENWOOD CITY HALL**

**REPORTS TO: CITY ADMIN/FINANCE DIR, FIRE CHIEF & CITY CLERK**

**FSLA: NON-EXEMPT**

## **JOB SUMMARY**

The Administrative Assistant position is vital in the operations of the City and City Hall staff. They are the face of the City, and they perform general receptionist tasks including answering phones, taking messages, and providing information to the public. Responsibilities include but are not limited to assisting in: processing accounts payable, Cemetery records, processing receipts and invoices for billing, payroll, processing campground and aquatic center payments and forms, managing City Board Agendas, and assisting with Planning and Zoning. This position is expected to exercise considerable independence and personal discretion in conforming with City ordinances and policies.

## **ESSENTIAL JOB FUNCTIONS**

*The statements below are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.*

1. Receive public questions/comments from citizens and refer to appropriate employees.
2. Provide clerical support for City Admin/Finance Dir, Fire Chief, and City Clerk.
3. Receive, balance, and prepare payments for bank deposits.
4. Assist in issuing licenses and permits authorized by the Code of Ordinances.
5. Collaborate with the Fire Chief to create and process planning and zoning permits.
6. Attend, manage, and prepare Agenda and Minutes for Planning and Zoning meetings monthly.
7. Communicate with Board members, prepare, post, and send out Agendas for Cemetery, and Park Board monthly.
8. Process Cemetery interment agreements and manage burial reports.
9. Maintains Accounts Receivable records. Type, mail, and record statements for A/R Billing.
10. Maintain appropriate confidentiality of work-related issues, including but not limited to citizen, employee, and City information/records.
11. Maintain campsite reservations and park shelters.
12. Assist in preparing drafts, letters, memorandums, press releases, resolutions, ordinances, contracts, administrative polices, and forms as assigned.

13. Assists the City Clerk or Deputy Clerk to process payroll bi-monthly as needed.
14. Offer copies of records as directed by Open Records Laws.
15. Create and manage pool memberships and purchase concession supplies.
16. Collate and distribute all incoming e-mails/mail to the appropriate staff as needed.
17. Process City Accounts Payables bi-monthly and Library Accounts Payable monthly as needed.
18. Maintain office supply inventory and order supplies as necessary.
19. Perform any other duty as assigned or required by the City Admin/Finance Dir., City Clerk, or Fire Chief

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge**

1. Accounting principles and practices preferred.
2. Experience with customer service principles.
3. Research techniques, sources and availability of information, and methods and principles of report presentation.

### **Skills**

1. Handle stress effectively without it interfering with performance.
2. High attention to detail is required with maintaining accurate and detailed records.
3. Organize, set priorities, and exercise sound independent judgment within areas of responsibility.
4. Operate a computer, using word processing, spreadsheet, database software, and other standard office equipment.
5. Communicate clearly and effectively, both orally and written.
6. Work independently, meet deadlines, and make decisions on procedural matters with minimal or no supervision.

### **Abilities**

1. Participate in the development and administration of department goals, objectives, and procedures.
2. Interpret and apply federal, state, and local policies, laws, and regulations.
3. Requires semi-independent judgement, flexibility to learn clerk task readily, and problem solve.
4. Ability to cross-train and understand various functions of City government.
5. Establish and maintain highly effective working relationships with the Mayor, City Council members, other elected and appointed officials, committee members, department directors and managers, staff, citizens, representatives of civic and community groups, the media, the public, and others encountered in the course of work.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS**

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands and fingers to handle, and type; reach with hands and arms; talk or hear for long periods of time. The employee must occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this job include the ability to view computer screens for long periods of time, and work in florescent light conditions. The noise level in the work environment is usually moderate to low.

**REQUIRED EDUCATION/EXPERIENCE/CERTIFICATION**

High school diploma, GED, or equivalent

**PREFERRED EDUCATION/EXPERIENCE/CERTIFICATION**

Preference will be placed on an individual with an Associates in Accounting, Administration, Public Administration, or Business degree. 3+ years of office administration experience. Intermediate experience in Google Suites, and Microsoft Office.