

City of Ionia Job Description

Administrative Assistant – Front Office

Supervised by: Finance Director/Treasurer
Supervises: No supervisory responsibility
FLSA: Non-Exempt

Position Summary:

Under the direct supervision of the Finance Director/City Treasurer, processes receipts, maintains related account records and files, and assists the public. Performs other clerical duties as directed.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties that the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serve as receptionist for City Hall departments.
2. Answer all incoming calls to City Hall and direct calls to the correct department or if possible, answer the caller's questions. Take messages from callers when requested when person's voice mail is not available. Clear and/or forward general voice mail messages daily.
3. Assists customers in person and on the phone with billing questions and related inquiries.
4. Type documents and file/maintain Central Records Retention files.
5. Sorts City mail from Post office.
6. Using Cash Receipts program, accept all payments for city services, providing totals on checks, and batch and non-batch payments for Utility billing, Accounts Receivable, and Tax Receipt all non-City Hall money when brought to City Hall.
7. Process the mailing of checks that are sent to vendors and others on city accounts.
8. Maintain general liability certificates for vendors.
9. Works with Utility Billing clerk on utility shut-offs.

10. Performs related duties as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform this job.

- Educational requirements include a high school diploma or the equivalent. Associates degree in office management or relate field highly desirable.
- Knowledge of modern office management practices and procedures.
- Skill in using software applications, including word processing, spreadsheets, databases and BS&A Software.
- Ability to operate general office equipment and machines, personal computer, calculator, typewriter, photocopier/scanner, and postage machine.
- Skill in professionally answering multi-line phone system and transferring calls as necessary.
- Skill in accurately maintaining and updating accounts and records.
- Ability to effectively communicate and respond to public inquiries with a high degree of diplomacy and professionalism.
- Ability to maintain attention to detail and work effectively within deadlines.
- Ability to understand and follow oral & written instruction, prioritize demands and work independently.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 typically in an office setting where he/she is are regularly required to write, type, enter data and communicate with others in person and on the telephone. Sitting and working on a computer for extended periods of time is typical. The employee must occasionally lift and/or move objects of light weight (i.e. 10 pounds). The noise level in the work environment can range from quiet to moderate.