

## Position Description

Class Title: Office Assistance  
Department: Building Department/PT  
Division:  
Date:

Job Code Number:  
Grade Number:  
Union:  
Location:

### GENERAL PURPOSE

Performs routine clerical, secretarial and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping. Part time position may work 20+ hours weekly and be available to cover 8 hour days as needed.

### SUPERVISION RECEIVED

Works under the general supervision of the Building Commissioner, according to an established work routine.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Be able to work with office hours as assigned.

Coordinates the office operation of the department. Develops and maintains office forms and procedures, and assists with administrative tasks involving personnel, budgeting, and facilities.

Provides professional approach to customer service.

Prepares agendas and supporting material; may take and transcribe minutes; prepares and distributes minutes. Create reports, schedule inspections and keep and maintain files and documents on paper and electronically.

Schedule appointments; registers personnel for conferences and seminars.

Attends recommended training programs and educational opportunities.

Answers telephones.

Receives the public and answers questions; responds to inquiries from employees, citizens, and other and refers when necessary, to appropriate persons.

Serves as cashier including receipting of payments, and posting monies to appropriate accounts.

Operates office machines as required

Assists in setting up, closing and amending accounts

Ability to use software programs including Microsoft Office applications and Building Department specific software.

Prepares and monitors work orders.

Issues various licenses and permits as assigned

Receives, stamps and distributes incoming mail, processes outgoing mail. Receives and reviews Building Department permit and contractor applications.

All other assigned duties related to the Building Department or City Business

### PERIPHERAL DUTIES

Provides backup to related positions;

Composes, types and edits correspondence, reports, memoranda, and other material requiring judgement as to content, accuracy, and completeness.

Prepares and maintains employee time and other personnel records for the department

Prepares and maintains library inventory for department

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. Graduated from a High School or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and
- B. Two (2) year of increasingly responsible related experience, or any equivalent combination of related education and experience.
- C. Associated degree or better preferred. Necessary Knowledge, Skills, and Abilities.
- D. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices
- E. Skill in operation of listed equipment
- F. Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbal and in writing; ability to handle stressful situations.

### SPECIAL REQUIREMENTS

None.

### TOOLS AND EQUIPEMENT USED

Phone, computer terminal; personal computer; copy machine; postage machine; fax machine; calculator

### PHYSICAL DEMANDS

The 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, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger; handle, or operate 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately noisy.

SELECTION GUIDELINES

Based on application or education and experience; oral interview and reference check; job related tests may be required.

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 the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**\*Resumes must be submitted by August 7, 2020**

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
Appointing Authority

Effective Date:

Revision History