ADMINISTRATIVE ASSISTANT/CUSTOMER SERVICE REPRESENTATIVE

City of Tonganoxie ***Administration Department***

POSITION SUMMARY

Under the general supervision of the Assistant City Manager, the Administrative Assistant/Customer Service Representative is a non-exempt position under FLSA that performs general clerical and administrative duties. This position works in conjunction with another Administrative Assistant and the Municipal Court Clerk and supports City Hall staff with customer service, record keeping, data entry, utility billing, and cashiering. This employee should possess excellent communication, organizational, clerical, and customer service skills.

ESSENTIAL FUNCTIONS

- Answers the telephone and fields questions, concerns, and complaints from the general public
- Manages weekly accounts payable process and assists with utility billing
- Records payments and prepares deposits
- Performs accounts receivable, cashiering and collection functions
- Takes deposits to the bank and collects and sorts mail
- Assists with recording and issuing City permits and licenses including pet licenses, business licenses, liquor/beer licenses and building permits
- Assists with planning and zoning functions including processing applications for special events, vending, and temporary uses permits, corresponding with applicants and communicating City policies
- Collaborates on preparation of Planning Commission and City Council Agenda materials.
- Assists with the maintenance of the official public record including meeting minutes, agendas, ordinances, etc.
- Responsible for attending and recording minutes of the Planning Commission and/or City Council meetings, as needed. Anticipated to include 1 evening meeting per month but subject to change.
- Provides backup for the Municipal Court Clerk learning court databases and processes
- Assists with city communications and human resources functions
- Provides general administrative support for the City Manager and Assistant City Manager

MARGINAL FUNCTIONS

- Assists City Planner in ensuring development within the City occurs legally
- Assists Planner with interpreting and enforcing zoning and subdivision regulations
- Prepares building permits for review and approval
- Assists with maintaining building permit database
- Makes recommendations for process improvements and policy implementation
- Assists with administrative efforts of code enforcement
- Performs other duties as deemed necessary or assigned

QuickView

FLSA:	**NON-EXEMPT**
ADA:	**ELIGIBLE**
FMLA:	**ELIGIBLE**
OSHA:	

WORKING CONDITIONS:

Sedentary position. The ability to lift up to 15 lbs is required.

THIS JOB DESCRIPTION WAS LAST UPDATED IN August 2018

ADMINISTRATIVE ASSISTANT
POSITION REQUIREMENTS

Experience: One to three years clerical/customer service experience in a computerized environment. Exceptional customer service skills are required. Employee should possess a general knowledge of local government operations. Employee is expected to have acquired the necessary information and skills to perform the job within six months to one year of employment. Prior experience in local government is preferred.

Education: A high school diploma or GED is required. Some college preferred

Technical Skills: A general knowledge of computers, business correspondence, bookkeeping, and office procedures. A working knowledge of mathematics/accounting is required. This employee must be able to operate computers, a multi-line phone system, photocopiers, fax machines, and other office equipment. The ability to concentrate on tasks in the presence of distractions. Communicate effectively with the general public, supervisors, and co-workers. Interpret written instructions, reports, correspondence, and financial statements as required. This employee should possess excellent public relations, organizational, clerical, oral and written communication skills.

Problem Solving: Some independent problem solving is involved in this position. This employee encounters problems with collecting monies and citizen concerns and complaints.

Decision Making: Independent decision-making is involved in this position. This employee makes decisions about resolving citizen complaints, prioritizing daily assignments, and performing daily duties in the most efficient manner.

Supervision: This employee is subject to general supervision from the Assistant City Manager and occasional and direct supervision from the City Manager and has no supervisory responsibilities over subordinate personnel.

Financial Accountability: This employee is responsible collecting and recording cash transactions and making deposits. This employee does not participate in the annual budget process.

Personal Relations: Daily contact with the general public, co-workers, supervisory personnel, Department Directors and the City Manager is expected.

Working Conditions: Repetitive motion and standing/sitting for extended periods exist within this position. Working in an office setting with a computer is the primary aspect of this position.

Physical Requirements: Eye to hand coordination, vision requirement. Light to moderate lifting, bending squatting. Physical activity associated with working in an office setting is required to perform the daily duties of this position.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.