

CITY OF EAST TAWAS JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

Supervised by: Office Manager
Supervises: No supervisory responsibilities

Position Summary:

Under the direct supervision of the Office Manager, functions as a general office clerk with responsibility for a variety of tasks including front-desk services, backup and support to accounts payable, election processes, cemetery management, and records retention. Assists the Clerk/Treasurer and Zoning Administrator in clerical needs and performs other tasks in support of City Departments.

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

1. Provides front-desk service and assistance, receipting payments and providing general assistance to customers including handling customer complaints. Prepares and processes correspondence, records, documents, reports, and information requests. Types, performs data entry and financial tasks, and completes clerical projects as assigned. Assists in balancing cash drawers and daily deposits. Screens and directs telephone calls and visitors at City Hall to the appropriate department.
2. Backup to the accounts payable clerk. Verifies invoice data entry, expense report totals, related receipt documents, and proper approvals.
3. Data input for daily and monthly Community Center passes and income summary.
4. Assist the Utility Billing Clerk in monthly billing process. Printing mailing envelopes, data input and sorting.
5. Work directly with the City Clerk and Deputy Clerk to maintain voter registration files in the state Qualified Voter File (QVF). Print master cards, voter ID cards and maintain accurate records of challenged and canceled voters. Maintain election accreditation courses and QVF training.
6. Assist the City Clerk and Deputy Clerk with managing absentee voter (AV) process regarding AV applications, AV ballot mailing and receiving AV ballots. Assist the City Clerk on election day.

7. Assist the City Clerk with maintaining accurate cemetery records. Data entry into the Cemetery Management program, scanning and filing burial permits, cremation certificates and deeds.
8. Work directly with the Zoning Administrator to assist in records management, mailings and violation follow-up.
9. Assist City Clerk/Treasurer in yearly records retention organization, audit documents and vendor files.
10. Performs related work 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 the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma, Associates or Bachelors degree and one to two years of experience in payroll, bookkeeping or a related field is preferred.
- Knowledge of modern office procedures and practices and skill in application.
- Knowledge of the organization, structure, operations and procedures of municipal government and the functions of various departments to effectively assist the public.
- Skill in operating basic office equipment and technology including computers and related financial, word processing, and spreadsheet software.
- Skill in responding to public inquiries and internal requests with professionalism.
- Skill in maintaining filing systems and records according to established procedures.
- Skill in preparing, maintaining, and updating records and documents and preparing accurate reports.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with other employees, elected officials, governmental agencies, vendors, other external contacts and the public.
- Ability to understand and follow complex oral and written instructions, critically assess situations, prioritize demands, problem-solve and work effectively under stress, prioritize

tasks to meet deadlines and adhere to detailed processes and procedures and work independently.

- Ability to exercise a high degree of diplomacy in contentious or confrontational situations and communicate effectively.

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 regularly in a business office setting where he or she is regularly required to sit and occasionally required to exercise limited mobility. The employee is regularly required to talk, hear, read and interpret documents and correspondence and view and produce written and electronic documents. The employee is also required to use manual dexterity to type or write and communicate with others in person and on the telephone and to use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift and/or move lightweight to moderately heavy items. The noise level in the work environment is usually quiet to moderate.