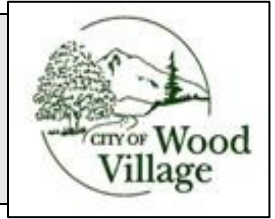


<b>Position Description:</b>	<b>Office Assistant</b>
Department:	Finance
Supervised By:	Finance Director
Supervision Duties:	None
Employment Status:	Non Exempt



## GENERAL DESCRIPTION

On own initiative or under general direction, perform a variety of responsible clerical tasks in support of city activities including answer telephone, respond to inquiries from the public, collect fees, perform utility billing functions, and maintain files and records.

The duties listed below 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 for the position.

This job description does not constitute an Employment Agreement between the employer and employee and is subject to change by the city as the needs of the city and requirements of the job change.

## ESSENTIAL JOB FUNCTIONS

### Core Competencies

Must meet the current position standards and core competencies required of all City of Wood Village employees as established by the city's Performance Management System.

### Typical Duties

On own initiative or under general direction:

1. Establishes relative priorities of current and anticipated workload and organize and conduct assignments according to deadlines.
2. Organizes and performs all utility billing functions including updating and maintaining customer addresses.
3. Organizes and performs functions related to rental and business licenses.
4. Makes room and equipment arrangements for Finance Department meetings.
5. Prepares and composes letters and memos.
6. Greets visitors in professional, businesslike manner, referring to other persons as appropriate.
7. Responds to questions, concerns and complaints received from the public, both in person and over the telephone. Ensures that requests for action or information are relayed to appropriate staff members; ensures that information is furnished in a timely manner.
8. Maintains confidentiality.
9. Performs or establishes procedures for clerical functions and actions including phones, filing, archiving, general word processing, tracking of information, maintaining departmental logs, sorting and distributing mail, and other similar support functions.

10. Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, and other jurisdictions.
11. Periodically evaluates process and program effectiveness and take action to maintain continuous improvement.
12. Prepares bank deposits, petty cash report, and manages accounts receivables for all departments.
13. Follows all safety rules and procedures, and contribute to the safety of co-workers and the general public.
14. Participates as an active Finance team member by contributing to program development and organization planning.
15. Performs responsibilities in a manner that clearly shows effective communication and cooperation and that promotes open exchange of information, respect, high ethical standards and professionalism.
16. Maintains proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility.
17. Maintains work areas in a clean and orderly manner.

## **NON ESSENTIAL FUNCTIONS**

18. Other duties as may be assigned from time to time.

## **MINIMUM QUALIFICATIONS**

### Experience and Education

Graduation from high school or equivalent. One year of office assistance experience, record keeping and secretarial work required. Any equivalent combination of training and experience which demonstrates the knowledge, skills and ability to perform the above described duties will be considered.

### Certifications and Licenses

Must have a current Oregon Driver's License or the ability to obtain one.

### Knowledge, Skills and Abilities

1. Skilled in the use of various MS Office programs, including Word, Excel, and Outlook.
2. Ability to learn current office software.
3. Skilled in the use of a variety of general office equipment and skilled at typing at a speed necessary for successful job performance.
4. Knowledge of communication principles and practices.
5. Ability to write letters and prepare reports. Correct English usage, spelling, grammar and punctuation.
6. Ability to perform arithmetic computations accurately and rapidly.
7. Ability to receive and receipt cash accurately and rapidly.
8. Ability to establish and maintain effective relationship with the public and co-workers to communicate effectively
9. The ability to maintain confidentiality of private and sensitive information and documents.

10. Respectfully respond to requests and inquiries from the general public in person and over the telephone.
11. Ability to analyze and resolve problems in a logical and effective manner.
12. Ability to deal with the public and city officials with diplomacy and tact.
13. General knowledge of municipal functions and the ability to interpret, apply and explain applicable rules and regulations.
14. Understand and follow oral and written instructions.
15. Maintain accurate records and files.
16. Simultaneously manage multiple job assignments.
17. Contribute effectively to the accomplishment of city goals, department objectives and activities.
18. Communicate clearly and concisely, both orally and in writing.
19. Establish and maintain effective working relationships with those contacted in the course of work.
20. Contribute to the efficiency and effectiveness of the city's service to its customers by offering suggestions, and directing or participating as an active member of a work team.

### **PHYSICAL/MENTAL DEMANDS**

While performing the duties of this position, the employee is frequently required to walk, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 30 pounds. Manual dexterity and coordination are required while operating equipment such as computer keyboard, calculator, and standard office equipment. Specific vision abilities required by the job include close vision and the ability to adjust focus.

### **WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential job functions of this job. Usual office working conditions: noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.