



City Manager Department

Job Description

CITY HALL OFFICE ASSISTANT

EXEMPT: No

Union: No

General Statement of Job:

The Office Assistant is responsible for greeting and assisting customers with their individual needs, answering incoming calls, directing calls to appropriate personnel, mail distribution, flow of correspondence, as well as clerical and accounting work performed for various municipal departments. The team member occupying this position is responsible for assisting with maintenance of the city's various department records and accounts, cash receipting and customer service. There may be work projects that need to be produced in a timely manner and other office tasks as deemed necessary.

EXAMPLES OF WORK PERFORMED:

Section 1. Specific Activities

- 1.1 Greet and direct customers to appropriate destination.
- 1.2 Answer telephone calls and direct caller to the appropriate personnel; take messages and forward calls to correct extensions.
- 1.3 Provide customers with information such as City departmental addresses, fax numbers, website, directions to each location, and other related information.
- 1.4 Receives and answers the public's questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
- 1.5 Receive, sort, and forward incoming mail; coordinate pick-ups and deliveries of express mail (FedEx, UPS, etc.); Responsible for collecting internal mail and posting it daily; pick-ups daily post office box mail.
- 1.6 Composes the agendas of the Parks, Forestry & Recreation Committee, Airport Commission, Platteville Public Transportation Committee, Community Safe Routes Committee, and other assigned meetings, as well as news releases for the newspapers. Post all approved minutes and agendas to the city website.



- 1.7 Constructs and composes letters, memoranda, reports, tabulations, and other materials as requested.
- 1.8 Sorts and files correspondence, checks, vouchers, and other materials, numerically, alphabetically, or by other prescribed methods.
- 1.9 Maintains inventories and purchases office supplies and materials.
- 1.10 Establishes and maintains files for each department, according to approved Records Retention Schedules.
- 1.11 Aids the Recreation Programming Coordinator in swimming lessons and recreation activity registrations and sells season passes for the Platteville Family Aquatic Center. Uses ActiveNet online registration program for these duties.
- 1.12 Coordinates the Downtown Reserved Parking program.
- 1.13 Financial responsibilities include receiving cash from registration fees, park shelter rental fees, contract charges ticket sales, and municipal facilities rentals.
- 1.14 Assists in reserving meeting space for the municipal facilities and takes reservations with payment as necessary for facilities.
- 1.15 Maintain and arrange city facilities' door access for events, meetings and general hours of operation.
- 1.16 Performs other duties as requested or as needed.

ACCEPTABLE EXPERIENCE AND QUALIFICATIONS:

The following elements serve to identify the required acceptable experience and qualifications:

- 1 High School Diploma or GED equivalent, or any equivalent combination of education and experience.
- 2 Related work experience of 1 to 3 years.



REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to carry out detailed written or verbal instructions. Simple addition and subtraction; copying figures, counting, and recording.

Ability to transcribe dictation; make appointments and process mail; write form letters or routine correspondence; interpret written work instructions.

Ability to communicate effectively, verbally or in writing, with customers and suppliers/vendors to negotiate; with public and community or trade/professional organizations to provide information; with Federal/State governmental or regulatory agencies to negotiate contracts.

Ability to use the computer and be knowledgeable of the computer programs used by the department such as MS Word, Excel, Publisher, along with being familiar with the use of the internet. Employee will be familiar with details of job to do it reasonably well within one year.

Skill in the operation of listed tools and equipment.

TOOLS AND EQUIPMENT USED:

Computer (Word, Excel, PowerPoint, ActiveNet), copy machine, scanner, adding machine, telephone, fax machine, and typewriter.

ESSENTIAL PHYSICAL JOB REQUIREMENTS:

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 job, employee constantly stands; walks; grasps; holds; uses repetitive movements; uses eye-hand coordination; hears; tastes or smells; talks; uses the telephone; has contact with public/customers. Employee frequently sits or reaches. Employee occasionally works alone; stoops, kneels, crouches, or crawls; and climbs ladders.

Employee must be able to lift to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.



CONFIDENTIAL DATA:

Must be able to maintain confidentiality between staff, patrons, and information processed through the work environment.

STATEMENT OF WORKING CONDITIONS:

The City of Platteville is a drug-free workplace.

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.

While performing the duties of this job, employee is exposed to noise from individuals; temperature extremes which may include but is not limited to hot/dry, humid, and damp conditions at various locations.

POSITION ACCOUNTABILITY:

REPORTS TO: City Manager. Receives guidance from Department Directors, City Clerk, Deputy Clerk and Recreation Programming Coordinator.

SUPERVISION EXERCISED: None.

SELECTION GUIDELINES:

Formal application, rating of 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 logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



CITY OF PLATTEVILLE VALUES

Having a Positive Impact on Our Community • Treating our Customers with Care • Working Cooperatively Together • Doing Quality Work • Demonstrating Integrity on the Job • Showing Flexibility and a “Can Do Spirit” • Acting as Good Stewards of the City’s Resources • Ensuring Our Safety and the Safety of Others