



POSITION DESCRIPTION

Position Title Administrative Assistant	Position Status Regular Full-Time, Non-Union
Department / Accountable To City Clerk	Revision Date January 22, 2026

POSITION SUMMARY

The Administrative Assistant is responsible for monthly utility billing functions; performing customer service duties; and overall providing clerical and administrative support for City Hall and the Public Works Department. This position is expected to play a key role in assuring a high quality of customer service is experienced by Long Lake's residents and business community.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the Administrative Assistant. The Administrative Assistant may be expected to perform job-related tasks other than those specifically presented in this description.

1. Performs general office support and customer service duties to include answering incoming phone calls in a courteous manner; referring callers to an appropriate staff person; responding to voicemail and email messages promptly; managing office supply inventory and purchasing supplies as needed; participating in daily mail collection and distribution; assisting with mass mailings and posting of public notices; and maintaining a variety of filing at City Hall as directed.
2. Though officed at City Hall, this position also performs clerical support for the Public Works Director to include checking the Director's emails and office voicemail messages daily; responding to email and voicemail messages promptly; maintaining a log of messages and work items that require response by Public Works; assisting the Director in prioritizing timely response to work items; and assists with preparation of letters, spreadsheets, and other communications as needed.
3. Administers monthly utility billing functions. Transfers automated utility readings into the City's utility billing software; reviews, prepares and mails monthly utility invoices; provides customer service for in person utility billing payments or questions received; responds to customer questions and requests for final meter readings; maintains the accuracy and security of the City's utility billing account information; performs timely collection of past due or delinquent utility accounts; sends leak notifications to customers when unusual flows are detected; and facilitates the completion of data logs to assist in troubleshooting potential customer peak flow contributors.
4. Issues dog licenses, maintains a database of licenses issued, prepares license renewal notifications, and orders license tags in advance of a new license period.
5. Works with the City Clerk on the issuance of annual Glenmoor Lane and any other applicable parking permits. May serve as a backup to assist the City Clerk with other routine City permitting.
6. Performs records retention, destruction, and documentation functions under the supervision of the City Clerk and in accordance with the General Records Retention Schedule for Minnesota Cities.

7. On an as needed basis, assists the City Administrator with the assembly of documents in preparation for the City's annual and mid-year financial audits. May also assist the City Administrator with limited accounts payable/receivable duties.
8. May provide clerical or customer service related support for the City Clerk during elections and early voting periods as needed.
9. Performs other duties as assigned or apparent.

MINIMUM QUALIFICATION REQUIREMENTS

- High school diploma or GED.
- Must be at least 18 years of age.
- Must possess a valid driver's license and the ability to drive legally and safely.
- Must be proficient in operating Microsoft Office applications and general office equipment (copier/scanner, phones, etc.)
- Although not required, previous experience with Banyon Data Systems financial accounting software modules is relevant to the position's job duties.
- Must be reasonably available to join City administrative staff when working during emergency situations as needed.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- The functions, organization, staffing, administrative practices, and operations of municipal government.
- State and Federal rules and regulations relating to municipal government.
- Computer and mobile device use, Microsoft Office applications, accounting software, copier/scanner equipment, and office phones.

Skill in:

- Oral and written communication.
- Providing customer service and conversing with a wide variety of personality types.
- Prioritizing work activities, organization and time management.
- Observation and decision-making.
- Resourcefulness in problem solving and research activities.

Ability to:

- Communicate clearly, effectively, and tactfully, both orally and in writing.
- Make arithmetic computations using whole numbers, fractions and decimals.
- Research and analyze complex or technical information, utilize resources, develop alternatives, and prepare and present reports. Ability to assemble, organize, and present statistical, financial, and factual information derived from a variety of sources in both written and oral form.
- Maintain positive and effective working relationships with City staff, elected/appointed public officials, other governmental agencies, business owners or representatives, and the general public.
- Maintain confidentiality when applicable.
- Read and understand laws, rules, regulations, policies and manuals affecting administrative operations in local government.
- Objectively and tactfully recognize, listen to, and address questions or concerns.
- Maintain regard for the safety and welfare of self and other employees.

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 considered to enable individuals with disabilities to perform the duties of the position.

While performing the duties of Administrative Assistant, the employee is required to talk, hear, sit, stand, and walk; use hands to handle or operate objects, devices, tools, or controls; and reach with hands and arms. It may occasionally be necessary for the employee to stoop, kneel, crouch, or crawl.

The employee must have a working ability to sit or stand for long periods of time and to use fine motor skills for writing, computer, and mobile device use. Required vision abilities include close vision, distance vision, and peripheral vision.

The employee must occasionally lift and/or move up to 30 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee regularly works indoors in an office setting with moderate noise levels.

EXAMPLES OF PERFORMANCE CRITERIA

- Establishes effective working relationships with others.
- Under the supervision of the City Administrator, all City employees perform at a high level of productivity in day-to-day operations.
- Improves efficiency of assigned duties when possible.
- Consistently maintains clear and effective communication throughout the City organization.
- Continually displays skill in oral and written communication.
- Maintains a positive and solid reputation for service with the City's residents and business owners.

SELECTION GUIDELINES

Review of completed City Employment Application and resume; review of education and experience; one or more oral interview(s); an in-person communication skills review; and a successful background check determine final candidate selection.

The examples of duties included in this position description are intended only as illustrations of the various types of work 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 City (employer) and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.