

**City of
ST. FRANCIS**

POSITION PROFILE

Effective Date: ~~December 2018~~ August 2024

Position Title: Office Assistant

Status: Non-Exempt

Department: Administration

Approved: _____

Accountable to: ~~City Administrator~~ Deputy Administrator –
City Clerk

Primary Objectives

Performs semi-skilled administrative support and receptionist work and semi-skilled to skilled building permit work for the City; performs related duties as required.

Supervision Received

Works under the general and/or technical supervision of the ~~City Administrator~~ Deputy Administrator –
City Clerk and Community Development Director.

Supervision Exercised

None.

MAJOR AREAS OF ACCOUNTABILITY

- *1. Acts as primary receptionist for City Hall; responds to phone, ~~fax~~ electronic and in-person inquiries; directs calls, takes messages, provides information and assistance or refers to another staff member as appropriate.
- *2. Performs administrative support work including: typing letters and memos and council resolutions, scanning, copying, printing, faxing, record keeping and retrieving data or documents as needed.
- *3. ~~Preforms~~ Performs data entry, accounting support, billing, and various ~~other~~ clerical duties ~~to for~~ the departments of Administration and, Community Development, ~~Finance and the City Clerk~~.
- *4. Processes building permits and documentation. Contacts builders and homeowners when building permits are ready; collects fees, provides receipts; provides a copy of permits to Anoka County and maintains records.

- *5. Schedules rentals for ~~parks and~~ community center.
- * 6. Makes copies of surveys and plats and charges according to established criteria. ~~Assists in the collection of fees, fines and other payments due to the City.~~
- 7. Assists Building Official in day-to-day procedures including working with contracted building officials in transferring documents, monitoring billing against permits and ongoing communication.
- 8. ~~Schedules~~ Assists in the scheduling of rental and vacant home inspections for Building Department.
- *9. ~~Types minutes for the City Council in absence of Deputy City Clerk.~~ Takes Safety Committee minutes when needed.
- 10. Prepares quarterly report for the State on building permits and valuation by type; and completes monthly building permit forms for the U.S. Census Bureau and McGraw Hill.
- 11. Assists all City ~~Staff~~ departments in updating and sharing information on the website, Facebook, and Twitter. Enters and updates information on the city electronic signage.
- 12. ~~Gathers information and helps City Staff prepare quarterly newsletter.~~ Oversees maintenance of general office equipment, such as but not limited to, printers, scanners, etc.
- ~~13. Enters information on electronic sign.~~
- 14. Orders or purchases office supplies based on needs and requests from staff.
- 15. Assists with ~~spring clean-up days and other~~ events as needed.
- 16. Performs other duties as needed or assigned.
- 17. Maintains a notary certification as needed.
- 18. ~~Assists with Elections as needed~~ Serves as absentee judge during elections.

KNOWLEDGE, SKILLS, AND ABILITIES

- * ➤ Considerable knowledge of standard office procedures, tools, equipment and practices.
- Working knowledge of building permit and zoning process.
- ~~Working knowledge of zoning requirements and variance approval process.~~
- * ➤ Considerable ability to read, understand and follow policies and procedures.
- * ➤ Considerable ability to operate standard office equipment, including a personal computer with word processing and spreadsheet software.

- * ➤ ~~Considerable a~~Ability and to detect and correct errors in both written documents and data entry and to maintain accurate records and files.
- * ➤ Considerable ability to promote and provide excellent customer service, to communicate effectively and tactfully and to maintain effective working relationships with City staff, contacts from outside agencies and the public.
- * ➤ Considerable ability to organize and prioritize work and to track the progress of building permits, ~~variance requests, developer escrows and late payment of water and sewer bills.~~
- * ➤ Considerable ability to respond to questions and requests for information from other staff, Council, city Committees and the public.
- * ➤ Considerable ability to prepare or generate accurate reports.
- * ➤ ~~Working ability to read and understand plats, surveys, ordinances and related documents.~~
- * ➤ Working ability to perform work that requires bending, crouching, lifting and carrying of files and pushing/pulling to retrieve documents and sitting to perform data entry for long periods of time.

DESIRED QUALIFICATIONS

- Experience providing clerical support to planning and building departments

MINIMUM QUALIFICATIONS

- Two years of receptionist and general clerical experience involving record keeping, preparation of correspondence and spreadsheets and customer service.
- Knowledge of standard software including Microsoft products and general office equipment.
- Strong oral and written communication skills and ability to organize.

~~Prefer experience providing clerical support to planners and building inspectors.~~

~~* Note: Asterisked items are essential to the job.~~