

CITY OF WATERTOWN POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: Aug 22, 2022

Title: Administrative Assistant II

Department: Finance Department

FLSA Status: Non-Exempt

General Summary:

This position is responsible for providing administrative support to ensure efficient operation of the Finance Department. Supports managers and employees through a variety of tasks related to organization, completeness, and attention to detail. This position serves the community through effective communication via phone, email, walk-in customers and visitors, and handling of postal mail. This position assists with counter services, elections, and meeting management.

Reporting Relationships:

Under general direction of the Finance Director, along with the City Clerk, this position is responsible for work which requires the exercise of independent judgment, initiative and discretion based on knowledge of administrative policies and procedures in performance of the daily activities, gathering and processing information. Special and unusual assignments may be subject to closer supervision. Some work assignments involve handling a high degree of confidential information.

Required Duties and Responsibilities:

1. Participate in responsibilities with office staff:
 - a. Serve as primary point of contact to answer telephone calls, give information to callers, or transfer calls to appropriate individuals
 - b. Greet and direct individuals at counter; answer inquiries regarding taxes, utility bills, licenses
 - c. Receipt and post payments to City (taxes, utility bills, licenses, invoices)
 - d. Balance cash drawer and prepare daily bank deposits by verifying and balancing receipts
 - e. Respond and prepare special assessment requests
 - f. Complete bank statement reconciliations
2. Mail services- pick up mail from USPS; open, sort, and distribute materials, calculate and apply postage; maintain postage meter and record department use; deliver outgoing mail to mailbox
3. Issue pet licenses, process applications for bartender's licenses, issue disability card for taxi service, process and issue transient merchant licenses with pictures, and process, issue and invoice special event permits.
4. Meetings management- distribute meeting posting notifications, post required notifications in City Hall and City website, type minutes when needed, distribute resolutions/ordinances after council meetings, maintain affidavits of publication
5. Develop and maintain a filing system for various minutes, resolutions, ordinances, records and sundry files, to include maintenance of city's document imaging software (Laserfiche) and publication of ordinances and resolutions
6. Elections- provides support to the City Clerk for all election processes, including preparations leading up to elections, data entry of voter registrations, absentee applications, maintaining records (WisVote), and post-election process
7. Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing orders for supplies and paper; verifying receipt of supplies

8. Administrative Suite support- aid in scheduling appointments for Admin suite staff, confirm meetings for members of the public, prepare directional signage for City Hall events, provide general support to visitors; act as back-up to Administrative Suite administrative assistant
9. Update the Municipal Code and administer E-code site
10. Maintain elected official and committee composition information to ensure current and accurate information is available
11. Update Finance Department web pages as needed, maintain phone list for all City departments, and produce updated City directory annually
12. Carry out administrative duties such as filing, typing, copying, binding, scanning, etc.
13. Ensure operation of equipment by completing preventive maintenance requirements, arrange for repairs, secure replacement supplies
14. Send bi-annual tax-exempt property forms and prepare State report on tax-exempt properties
15. Maintain vehicle files and insurance on licensed vehicles

Required Knowledge, Skills and Abilities:

High School diploma required. Post high school course work in office administration, business, or accounting desired. Three years of experience in a professional office position required, with experience with a government agency preferred.

Valid driver's license

An equivalent combination of education, experience, and training that provides the following knowledge, skills, and abilities:

- Thorough knowledge of administrative practices and office procedures, managing files and records, designing forms, and the operation of office equipment
- Possess proficiency in Microsoft Word (intermediate level), Excel (beginner-intermediate), database systems (beginner), accurate and quick data input
- Considerable knowledge of general municipal operations and procedures
- Proficient in cash handling practices; high regard for integrity
- Active listener, giving full attention to what other people are saying, taking time to understand the point being made, asking questions as appropriate
- Careful attention to detail and thorough in completing work tasks
- Able to resume workflow due to frequent interruptions without loss of accuracy
- Appropriate knowledge of structure and content of business English, meaning and spelling of words, rules of composition, grammar to represent department in verbal and written form
- Knowledge of principles and processes for providing customer service (needs assessment, provision of complete response, meeting customer satisfaction expectation)
- Ability to maintain effective working relationships with high level officials, department heads, employees and the public and to deal with problems courteously and tactfully
- Willingness to provide service to others, work with co-workers in a friendly non-competitive environment, and offer support to administrative duties and personnel
- Ability to perform arithmetic computations accurately and rapidly
- Ability to follow set procedures, adhere to prescribed office practices, and work with data and details

Physical Requirements

- Frequent need to alternate between sitting and standing positions
- Keyboarding on traditional and 10-key numeric keypad
- Clarity of near vision (20 inches or less)
- Speaking to express ideas by means of spoken word
- Hearing to understand and distinguish speech in-person and over telephone
- Occasional need to lift up to 20 pounds (copy paper) and infrequently up to 30 pounds (election suitcases)
- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended)