



Job Description

Staff Support Specialist

Part Time

Pay Range \$18-\$30 per hour

The Staff Support Specialist is the first point of contact for the City of Woodcreek and it is necessary to welcome residents and vendors who visit City Hall professionally, with a pleasant personality and a general willingness to answer questions. This position will be responsible for coordinating front desk activities, including the distribution of correspondence and redirecting phone calls. This position can be fast-paced at times, and should be able to prioritize tasks to meet deadlines or deal with an occasional emergency situation.

Essential Duties and Responsibilities

- Greet and welcome residents and vendors as soon as they arrive at City Hall.
- Direct visitors to the appropriate person and office.
- Answer, screen and forward incoming phone calls.
- Provide basic and accurate information in-person and via phone or email.
- Receive, sort and distribute daily mail/deliveries.
- Order office supplies, as needed, and keep inventory of those supplies.
- Update calendars and schedule meetings.
- Responsible for Social Media Engagement through City Website, Facebook and/or Nextdoor.
- Perform filing and document research duties as directed by the City Manager.
- Support the City Secretary and City Manager with various administrative tasks.

Other Responsibilities

- Serves as the Municipal Court Clerk.
- Assists Code Administrator to coordinate the permit application process, including the application and plan submittals, fee assessment and payment, coordinating plan review and comment transmittals, and issuance of permits and other approval correspondence as appropriate. Assists to accept applications for building permits. Reviews forms for accuracy; explains permit procedures, fees and determines missing documents according to a checklist of items.
- Receive and process timely payment of all account's payable invoices and accounts receivable, requisitions, purchase orders, receipts, and vendor information in a semi-paperless environment.
- Maintain vendor files and set up new accounts and make changes as needed.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Knowledge of appropriate Federal, State, and Local Government laws and ordinances.
- Knowledge of City of Woodcreek policies, procedures, mission, and goals.

- Skill for ensuring continuous improvement in processes, relationships, and cost savings.
- Skill in developing and implementing organizational structures, procedures, and technology.
- Ability to work independently to direct multiple work streams while balancing competing priorities with attention to detail.
- Ability to maintain strong interpersonal relationships with internal and external stakeholders.
- Ability to communicate effectively, both oral and written forms, in a variety of circumstances using appropriate tone and appearance for the situation, and to listen intently to other points of view.
- Ability to develop, understand, interpret, and apply rules, policies, and procedures.
- Ability to handle records and complex situations of a confidential nature.
- Ability to simultaneously handle multiple tasks and changing priorities in an efficient and effective manner.

Skills in:

- Excellent organizational and time management skills.
- Professional written and verbal communication skills.
- Microsoft Office Suite, including SharePoint.
- Effective communications both orally and in writing
- Being a team player who is flexible, a problem solver, able to hear and accept feedback, good listener, possesses confidence.
- Understanding and explaining complex situations involving all City departments and functions.

Ability to:

- Ability to communicate with people of diverse cultural and educational backgrounds.
- Ability to establish and maintain effective, professional working relationships with City Staff, residents, vendors and the City Council and Other Advisory Bodies.
- Ability to prioritize and multi-task.
- Ability to maintain the confidentiality of City Hall and the City Council and Other Advisory Bodies until the release of such information is official.
- Ability to use basic office equipment, such as telephone, copy machine, printer.

ENVIRONMENTAL FACTORS AND SAFETY HAZARDS

Primarily in an indoor environment.

TOOLS AND EQUIPMENT USED

Uses standard office equipment, including multi-line telephone, computer, fax machine, document shredder, copier, scanner, printer, etc.

PREFERRED EDUCATION, EXPERIENCE, AND CERTIFICATIONS

- High school diploma or equivalent.
- 1-2 years in an office environment.
- 6 months of municipal experience.