

CITY OF ROCKAWAY BEACH
POSITION CLASSIFICATION DESCRIPTION
ADMINISTRATIVE ASSISTANT II

JOB DESCRIPTION: Administrative Assistant II/General Clerk
DEPARTMENT: Administration
REPORTS TO: City Recorder
SUPERVISION DUTIES: No
EMPLOYMENT STATUS: Non-Exempt
REPRESENTATION: City of Rockaway Beach Employees Local 2734-1, AFSCME Council No. 75,
ALF-CIO

GENERAL STATEMENT OF DUTIES:

Under supervision of the City Recorder, this position assists in the completion of all administrative and clerical duties required for the daily operation of the city. The work performed requires considerable contact with elected officials, management, employees and the general public, and an overall knowledge of City operations. This position also provides assistance to the City Recorder by performing scanning, filing, minute-taking, preparation of meeting packets, and other records management related tasks.

SUPERVISION RECEIVED:

Work is performed under the direct supervision of the City Recorder, with general responsibility for requests from other administration staff.

DISTINGUISHING FEATURES OF THE CLASS:

Responsible for performing a variety of clerical, accounting, and administrative functions in support of the City Administrative Department; provides customer service, assists with accounts receivable, performs daily deposit balancing, issues business licenses, assists with short-term rental licensing, resolves complaints, files records, posts public hearing and meeting notices, takes minutes, and related work as assigned.

An employee in this classification performs various clerical, administrative and reception duties within City Hall. Work will involve considerable contact with the general public. The employee is generally expected to work independently with minimal supervision.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Provides Front Desk customer service: greets the public, acts as receptionist, answers incoming calls, routes callers, gives information, answers inquiries/complaints, refers inquiries to the appropriate parties, manages general email inbox.
- Assists with Accounts Receivable: accepts cash, checks, and credit card payments for utilities, licenses, permits, and fees; issues receipts; imports and records online payments; assists with utility billing and functions as required; reconciles daily deposit balances. Records and makes deposits when necessary.
- Issues business licenses, records and files applications, records payments for licenses issued, and sends out license renewal notices.

- Types emails, letters, memoranda and other materials from drafts, dictation and other sources; compiles newsletter and designs it for distribution, prepares meeting minutes as necessary.
- Purchases, maintains, and organizes consumable equipment and supply inventories office supplies. Ensures operation of office equipment including preventive maintenance, and arranging for repairs.
- Responds to requests for information and routine questions in person and through written correspondence.
- Schedules the use of Community Center and other City facilities, receives and tracks rental deposits, and tracks keys for facilities.
- Processes and distributes incoming and outgoing mail.
- Updates and maintains relevant City website and social media content. Prepares and sends notices as directed to the email listserv.
- Assists the City Recorder with records management activities, including filing, storage, data entry, indexing, tracking, and retrieval of City records; assists with research and organization of files.
- Assists in preparing records such as approved resolutions, ordinances, and meeting minutes for posting and archiving, including scanning and reviewing for accuracy.
- Assists City Recorder with posting of notices and preparation, assembly, and distribution of meeting agenda packets.
- In the City Recorder's absence, attends meetings, manages Zoom and presentation slides, and records and prepares draft meeting minutes. May be required to work occasional evenings to attend meetings.
- Assists the City Recorder as directed.

EXPERIENCE:

Minimum two years responsible experience in administrative support, in a public contact position.

MINIMUM QUALIFICATIONS:

- High School Diploma or General Education Development Certificate (GED) and 3 years office or customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- General clerical experience, including typing, telephones, cash drawer, scheduling, data entry and intermediate knowledge and experience with Microsoft Office programs.
- This position requires a valid driver's license and a safe driving record.

PREFERRED QUALIFICATIONS:

- Associate's or Bachelor's degree in business administration or similar field.
- One year or more experience in municipal accounting, utility billing, or municipal utility support operations.
- Expertise in Microsoft Word, Excel, pdf editing, and Caselle, or other accounting software

KNOWLEDGE OF:

General office practices and procedures; record keeping practices used in the maintenance of accounts receivable, utility accounts, billing procedures; appropriate cash handling procedures; effective English usage

and grammar; software including Microsoft Office, Excel, Outlook, Word, Publisher, PowerPoint, pdf editing, and Zoom.

Municipal organizational structure, functions, and operation; principles and practices of the City organization and administration.

SKILL IN:

Operation of standard office equipment, including a computer to update and access files, typing, and ten key calculator; consistent legible handwriting; record keeping and reporting; copying and reproduction; fax and typing; transcription from recordings. Independently researching assigned problems; organizing and summarizing information; preparing and publishing reports; maintaining confidentiality; accurately classifying, filing and retrieving materials and documents; communicating effectively in writing and verbally, by email, telephone, and in person.

ABILITY TO:

Properly record and document utility transactions in legible form; deal effectively with frequent interruptions; establish and maintain effective working relationships with employees and the general public; meet and deal with the public courteously and tactfully establish priorities and organize own workload. Perform simple computations and tabulations accurately and with reasonable speed; understand and follow detailed oral and written instructions; learn clerical tasks readily, adhering to prescribed departmental routines. Demonstrate strong knowledge of arithmetic. Demonstrate knowledge of the principles, practices, methods and techniques used in bookkeeping, accounting, clerical and general office work. Demonstrate knowledge and can effectively use Microsoft and Caselle software programs. Demonstrate knowledge and effectively use Cloud web-based computer/software programs. Demonstrate knowledge of basic business procedures, accounting and English grammar; Demonstrates skill in the operation of the following pieces of office equipment: computer, multi-line telephone, calculator, postage meter and copy machine. Demonstrate knowledge and understanding of office practices and procedures, including maintaining orderly and accurate records; Demonstrate ability to effectively listen, speak, write, and interact in a professional, tactful and customer-friendly manner; Demonstrate ability to organize and prioritize work, along with meeting deadlines; Demonstrate ability to maintain the confidentiality of sensitive information; Demonstrate ability to use initiative and work independently, while following policies and procedures; Demonstrate ability to understand and respect the diversity of customers and co-workers, effectively communicating with individuals whose first language may be one other than English.

ESSENTIAL FUNCTIONS:

Must be able to demonstrate: ability to type 60 wpm; familiarity with word processing programs; rapid and accurate operation of a 10 key adding machine, and proficient use of common office equipment; pleasant, but firm telephone presence; familiarity with all office equipment, including word processing/data base programs. Independent research; organizing and summarizing information; creating spread sheets, data reports, specialized forms, and public presentation materials; preparing and publishing reports; establishing priorities and organizing own work load; maintaining confidentiality; accurately classifying, filing and retrieving materials and documents; dealing effectively with frequent interruptions and several situations at one time including emergencies and crisis circumstances; communicating effectively, both verbally by telephone or in person, and

in writing; accurately recording, preparing and filing minutes of meetings. Order and maintain office supply inventory.

PHYSICAL/MENTAL DEMANDS:

While performing the duties of this position, the employee is frequently required to walk, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 40 pounds. Manual dexterity and coordination are required while operating equipment such as computer keyboard, calculator, and standard office equipment. Specific vision abilities required by the job include close vision and the ability to adjust focus. This position interfaces directly with the public and requires communication skills including listening, tactfully addressing problems, and problem solving.

WORKING CONDITIONS:

Usual office working conditions: noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.