

Position Title **ADMINISTRATIVE ASSISTANT**

Accountable To **TOWNSHIP SUPERVISOR**

POSITION SUMMARY

The duties of the Administrative Assistant involve waiting on the public at the front counter and drive up window and taking payments for sewer bills, taxes, building, electrical, mechanical permits and park rental fees. The Administrative Assistant is also responsible for answering the phones. Provide assistance to other departments. This is the first line of communication with customers and sets the tone for contact with the Township Office.

ESSENTIAL FUNCTIONS

Duties shall include, but not limited to, the following areas:

Reception and Customer Service

Provide customer service effectively and efficiently.

Receives payments cash or checks, records information into data bases and provides receipts for payments.

Receives requests, complaints and information from the public and transmits to staff and/or Township Board to process as needed.

Answers phones and provides information and assistance to the public. Assist them by answering questions, researching records, directing them to the appropriate person.

Work with BS&A Building, Assessing, CR, and Tax and Utility Billing systems.

Maintain confidentiality of information.

Other work as may be assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to maintain **accurate** and complete records and files. Have high organization skills.

Ability to communicate effectively both orally and in writing

Ability to prioritize work, research and solve problems

Ability to read, write and understand English

Ability to represent the Township in a professional, courteous and efficient manner

Skill in operating office equipment

Ability to account for and handle money. Accuracy is a must!

Ability to compose correspondence, minutes, reports and other written materials

Ability to balance accounts accurately, similar to balancing a checking account.

Ability to handle public contact with friendliness, responsiveness and tact

Must be detail oriented, adaptable, flexible (work days & hours) and a quick learner

Must have a pleasant demeanor and the ability to work well with others

MINIMUM EDUCATION AND EXPERIENCE

High School diploma or equivalent

Computer skills, typing skills.

Use of data bases, entering information accurately.

Identifying correct fields for entry and extracting information.

Experience in general office environment working with the public

DESIRABLE EDUCATION AND EXPERIENCE

Experience using BS&A Software

Microsoft Office, Word, Excel, the ability to populate Excel.

Experience in billing, cash receipting, clerical, and computer; preferably in municipal government or banking.

OFFICE EQUIPMENT

Telephone

Copy machine

Computer

Printer/Scanner

10-key calculator

Fax

COMPUTER SOFTWARE

BS&A, Microsoft Office and Excel Spreadsheets.