

# CITY OF WEST LINN

## JOB DESCRIPTION

**Job Title:** Administrative Staff Assistant (Customer Service)

### GENERAL FUNCTION:

Position has direct responsibility for the operations of the front counter located in the Finance Department working under the direction of the Finance Director with occasional contributions from other department heads including the Assistant Finance Director, Human Resources Director, and the Assistant City Manager/Communications Director. Performs technical and administrative work fulfilling the functions of the position including providing excellent customer service to the City's front counter citizenry traffic, backup assistance in setting up and taking-down of Council meetings, assistance in coordinating needs of Council members, and assistance in promoting excellent customer service processes throughout City Hall operations.

### Duties and Responsibilities:

*(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)*

1. Contributes to a positive work environment.
2. Maintains positive relationships internally and outside the City organization.
3. Answers a wide range of questions from the general public regarding matters such as water/sewer bills, general liability insurance claims, property tax rates, city budgets, etc. Refers citizens to others for appropriate resources.
4. As directed, completes various types of projects and reports.

### SPECIFICATIONS:

*(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)*

#### 1) Job Preparation:

##### a) Education:

Requires graduation from high school or equivalent GED Certificate, supplemented by courses in office, secretarial practices, and customer service training. Three years of progressively responsible customer service type of experience including office assistance, record keeping and secretarial work required. Any combination of education and work experience as determined by the hiring authority may be considered. Must have experience

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meeting and dealing with the public while maintaining a pleasant and courteous manner. Experience with or training in word processing and spreadsheet software required.

#### b) Experience:

Requires the ability to establish and maintain effective working relationship with the public and with co-workers to communicate effectively and to explain policies and procedures. Experience must also show the ability to maintain confidentiality of private and sensitive information and documents.

#### c) Training:

Specialized skills and abilities to perform the job include the skill and demonstrated ability to patiently communicate with the public, management, staff, and elected officials. Well developed verbal and written skills with the ability to exchange information with individuals or small, informal groups. Skill in establishing harmonious relationships and gaining cooperation are important. Requires demonstrated ability to read, interpret, and implement written rules, procedures, and professional guidelines.

Any satisfactory equivalent combination of education, experience, and training which ensures the ability to perform the work may substitute for the above.

#### 2) Supervision:

Received: Work is performed independently under the general direction of the Finance Director and other department heads given broad policies and assigned activities. Work is reviewed for effectiveness, results obtained, and conformance with established rules and regulations.

Exercised: Requires excellent communication that demonstrates the ability to meet the operational needs of the City, the Finance Department, the Human Resource Department, the Municipal Court operations, and other department heads.

#### 3) Communication:

Relationships that must be maintained with organizations outside the City include direct communications with citizens, elected officials, and insurance companies. Has frequent communications with all departments. Interacts with the City's residents to provide and take information regarding water billings.

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May occasionally take actions necessary to resolve problems in implementing City policies and procedures. Provides information to City Council members regarding meetings, schedules and other communication as directed by the Assistant to the City Manager. Works closely with the Council to meet their secretarial needs such as copying documents, occasionally typing letters and other correspondence and scheduling meetings.

May be entrusted with sensitive financial information.

#### 4) Cognitive Functions:

Work is governed by written City and departmental policies, procedures, ordinances, accounting processes, and federal and state laws.

For assigned areas of responsibility or special projects, has responsibility to coordinate the implementation of a variety of policies and procedures with the approval of the Finance Director or other appropriate department head.

There is a considerable amount of precedent available for problem solving when implementing procedures, processes, ordinances, and statutes.

When implementing new policies and procedures, the City needs an employee in this position to successfully recognize, define and communicate problems. Alternative solutions may be considered.

Decisions most often made in the course of duty involve determining the best work methods and procedures in completing tasks and resolving customer problems such as fee adjustments.

#### 5) Working Conditions:

Normal office work environment.

Work schedule is usually normal business hours. Additional evening and weekend work hours may be required to complete billing and special projects timely.

#### 6) Resource Accountability:

Must safeguard city processes and maintain city records. Is responsible for the proper use of a personal computer and other office equipment.

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*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.*