

VILLAGE OF WEST SALEM



Position Description: Administrative Assistant

The Administrative Assistant performs confidential secretarial, clerical, reception, customer service, and administrative support duties and receives supervision and policy guidance from the Village Administrator.

Position Summary:

Performs a variety of confidential administrative support and clerical functions for the Village Administrator, Village Clerk/Treasurer, and Public Works Director. This individual will work closely with Village Administrator and work will be performed under his/her supervision and guidance. Employee must be able to communicate well with the public, effectively meet and deal with the public on a daily basis and handle stressful situations, and use good professional judgment. In the absence of the Deputy Clerk, the Administrative Assistant is responsible for operations of the Village Office and serves as back up to the Deputy Clerk as assigned.

Essential Performance Abilities:

The ability to access, input, and retrieve information from a computer terminal, along with the ability to learn the necessary software programs is important. Requires the ability to work closely with people by responding verbally and in written form to requests and providing information from files and records. Requires answering the telephone and the ability to communicate via the Village phone system and e-mail. Requires the use of other office equipment such as photocopiers, facsimile machines, typewriters, and calculators. Knowledge of office practices, English grammar and spelling, and word processing. The ability to keep clear and concise records. The ability to work with public with tact and courtesy is a necessity.

Essential Physical Requirements:

These are the essential demands required to perform the Administrative Assistant job: Requires prolonged sitting, frequent bending, stooping, or stretching. May require lifting up to 20 pounds. Requires eye-hand coordination and manual dexterity. Requires the ability to distinguish letters or symbols. Requires the ability to adjust and operate a variety of office equipment.

Essential Analytical Requirements:

The mental demands include the ability to calculate, compare, edit, evaluate, interpret, organize, consult, analyze, plan, design, document, specify, coordinate, implement, present, supervise, and manage. The ability to react to change productively and to handle other tasks as assigned. This position is a high stress job and requires the ability to manage reactions appropriately with the public, Village Board, supervisors, and co-workers.

Essential Environmental Requirements:

These demands document the environment of the specific job site, which is the Village Hall Administration Office: Inside environment only, normally controlled environment, and nonhazardous environment.

Essential Job Functions:

The following duties are normal for this position and are not to be construed as exclusive or all-inclusive. Although additional tasks are necessary for the work of the department, they are not an essential part for the purpose of this position. In the absence of other department members, other duties may be required and assigned.

- Act as receptionist, answer telephone calls, and greet residents; take and relay messages; transfer calls to appropriate personnel/department; assist callers and provide basic information and provide callers and visitors with office documents as requested.
- Process reports, invoicing, billing, statements, mailings, updating and maintaining safety policies and procedures manuals, and any other paperwork for Public Works Director, providing general clerical assistance as requested.
- Process and invoice septage receiving logs for Public Works Department. Maintain categories of product received for annual Compliance Maintenance Report.
- Assist Water Utility personnel with annual water meter testing and change out program.
- Monitor Sewer Utility grease trap cleaning program.
- Monitor cross-connection violation report and schedule follow-up visits.
- Access State backflow prevention spreadsheet and follow-up with customers.
- Provide secretarial and clerical duties for Village Clerk/Treasurer and Building Inspector, as requested, with approval from Village Administrator.

- When Deputy Clerk is absent, general accounting functions with Utility records management and billing management, including entering quarterly meter readings and interim final billings, printing utility bills and reports, and mailing utility bills. Proper receipting and posting penalty late charges to utility accounts.
- Assist with general accounting functions with Stormwater Utility records management and billing management, including entering quarterly charges, proper receipting, and all reporting requirements of Stormwater Utility; processing for payment any and all expenditures from Stormwater Utility.
- Collects cash receipts, water/sewer bills, and tax bills at counter.
- Assist with the processing of employee payroll.
- Provide new resident information via mail or e-mail to visitors and requestors; respond to requests for information received from website.
- Daily receiving, sorting, and distribution of mail and daily delivery of mail to post office.
- Assist in processing Building Permit records, applications, and permits for Building Inspector and all related reports, including annual report, conditional use permits, and special use permits, as required and necessary.
- Development and production of special brochures and newsletters and public handouts. Coordinate any Village newsletters and mailings.
- Update and prepare annually the public information brochure regarding recycling, garbage pick-up, and other Public Works rules and regulations.
- Process reservation of Village shelters, receipting, and deposit accounting
- Ensure Administration and Public Works Departments have most recent editions of all forms, posters, application forms, report forms, tax forms, and certification forms from State, Federal, and other reporting entities.
- Complete real estate special assessment and charges inquiries for title companies.
- Maintenance of inventory of documents and recorded legal documents, abstracts, and other mandated recordkeeping documents.
- Assist in digitally archiving Village records utilizing software program.
- Assist in the preparation of municipal licenses, including dog, alcohol, operator, and assists in preparation and mailing out license applications.

- Assist in the preparation of special assessment notices and billings, payments, records, and processing of new special assessments.
- Assist in mailing out tax statements, receiving and recording property tax collections and personal property tax collections.
- Assist in the registering of voters, processing of voter registration applications, issuance of absentee ballots, assisting in election set-up, election activities, and post-election processing of voters and results.
- Assist Deputy Clerk with Census recordkeeping, address verification, Census reporting, mapping, and coordination of any and all Census work.
- Timely response to requests for information from Village Board and Committees.
- Provide general clerical assistance, word processing, spreadsheets, typing of committee and/or board minutes, forms, letters, miscellaneous documents, and general secretarial/clerical duties, including assistance with form letter and large mailings, copying, and organization of packets for meeting mailings.
- Distribute all meeting minutes for Board, committees and public copies.
- Assist Deputy Clerk as requested by Supervisor in duties and functions of the Village Office, providing general clerical assistance.

Ancillary Job Functions:

- Ordering of janitorial and office supplies for all departments as requested.
- Attendance at special in-service programs or outside training as deemed necessary for position.

Minimum Qualifications:

- Must have high school diploma or GED equivalent with additional training and/or experience which provides the required knowledge, skills, and abilities.
- The ability to work well with the public and with numerous interruptions is essential.

- Efficient computer skills are necessary. Knowledge of the Village's operation system, word processing and spreadsheet software is a requirement. The Village's current programs at the time are Windows, Microsoft Word, Access, Excel, Outlook, Caselle, and Inframap. These programs, obviously, may change over time and the person holding this position must have the ability to learn these new programs as they are acquired by the Village.
- Working knowledge of modern office practices, procedures, and operations; working knowledge of office equipment, terminology, procedures, and methods.
- Must have excellent communication and organizational skills.
- Ability to process confidential information with discretion; organize, schedule, and prioritize work, and work independently.
- Ability to establish and maintain effective working relationships with fellow employees, supervisor(s), and the general public.

Additional Requirements:

- Compliance with the conditions of employment as stated in the Village of West Salem Employee Handbook
- Must keep current with new computer technology, especially that which would benefit the Village and its residents.
- Ability to maintain confidentiality of sensitive information.