

Town of Twisp
Administrative Assistant
Job Description

Pay Range - \$14.49 - \$18.00 per hour

Job Title: Administrative Assistant – Part-Time Regular Employee

Department: Administrative

Reports To: Deputy Clerk

Principal Purpose of the Job: Customer service and assisting the Mayor, Clerk/Treasurer, and Deputy Clerk in daily tasks as they arise.

Work Environment: Work is performed primarily in an office setting, community meeting rooms and may involve visiting other work sites.

Essentials Job Functions:

- Daily pickup, drop off, opening, and distribution of mail
- Daily cash drawer reconciliation
- Delivering deposits to the bank, maintain adequate cash for the Petty Cash drawer and collect swimming pool deposits (during the summer)
- Light Cleaning
- Website Update and Maintenance
- Data Entry
- Processing utility payments, business licenses, dog licensing, administrative permit fees, fingerprinting fees, and various Treasurer receipts
- Answering multi-line phones
- Assisting Customers at the front counter
- Clerical backup for other departmental phones and in person customer service as needed
- Preparation of various documents and spreadsheets including editing and updating as needed
- Assist the Deputy Clerk with administrative duties of the Building and Planning Departments
- Assist the Deputy Clerk with monthly utility billings
- Generate utility reports for delinquencies, prepare shut off notices for delivery
- Create field service requests
- Maintain the Complaint Log – Includes checking in weekly with the departments that were assigned to handle the complaint to make sure the task has been completed.
- Keep track of supplies for the copier and the postage machine, including ordering supplies and making sure the postage machine has an adequate amount of postage for utility billing and daily mailings.
- Office Filing (as assigned)
- Prepare Accounts Payable mailings
- Assist with Public Records research relating to Utilities, Building, and Planning Departments
- Maintains office calendar
- Assists with Records Retention
- Assists with maintaining Meeting Minutes including uploading to website
- Assists in maintaining Resolution/Ordinance record keeping
- Assisting with office projects (i.e. grants, presentations, etc.) when needed

- Other duties as assigned by supervisor and/or mayor

Essential Qualifications:

Maintains a professional demeanor

A strong understanding of how to use Word and Excel and the ability to learn other computer programs and apps as needed

The ability to research and summarize your findings

Excellent phone and customer service communication skills

The ability to multi-task in a busy environment

Ability to communicate well with customers in an effective manner despite their disposition and the way in which they address you

PERIPHERAL DUTIES:

Works closely with other departments.

Attend training classes if necessary.

SKILLS AND ABILITIES:

Basic knowledge of computers and applicable software. Ability to use machines: Fax Machine, Copy Machine, Two Line Telephone Routing, Printers, basic knowledge in Utility Billing Software or ability to learn, 10 Key Calculator, and Audio/Visual Equipment.

WORKING CONDITIONS:

Office work, mostly sitting with continuous getting up to wait on customers, answer questions etc. Physical demands described herein are comparable of those that must be met by a person to successfully perform the essential duties of this job. Reasonable accommodations may be made to assist individuals with disabilities to perform the essential duties.

While performing the duties of this job, the person is frequently required to sit, talk, and hear. The employee is often required to stand, walk, and use hands and fingers to handle or feel objects, tools or controls: reach with hands and arms.

MINIMUM QUALIFICATIONS:

High School diploma/GED and work experience or college equivalent

Ability to lift 30 pounds

Ability to remain insured under town's insurance carrier

Job Description Received:

The statements contained herein reflect general details as necessary to describe the principal functions of this job and the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including the work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

Employee

Date

Supervisor

Date