



CITY OF VICTOR Job Description

Administrative Clerical Assistant

Department: Administration

FLSA Status: Non-exempt

Supervisor: City Administrator

Mission: To assist the City Clerk-Treasurer and City Administrator in those duties assigned for the efficient and effective operations of City Hall.

CORE COMPETENCIES:

*Customer Service

- Work is performed with attention to detail and personal pride in the outcome
- Respectful of diversity among staff, locals, and visitors
- Interacts with the public in a positive manner
- Interacts with co-workers, staff, and vendors in a positive manner
- Displays a professional and proficient demeanor while working
- Deals patiently, efficiently, and effectively with citizen complaints
- Demonstrates ability to structure work and set priorities to meet deadlines
- Develops ways to improve quality, efficiency, effectiveness
- Demonstrates initiative in identifying problems and developing and implementing solutions
- Solicits input and feedback and incorporates appropriately
- Maintains technical job knowledge

*Teamwork

- Establishes and maintains effective, courteous and cooperative working relationships
- Willingly and cooperatively collaborates with all other City departments as needed
- Does not disparage staff to other staff or the public
- Observes chain of command
- Resolves conflicts in a positive manner
- Asks for help when necessary
- Fills in for co-worker absences

*Communication

- Maintains composure and self-control
- Displays an open and approachable manner
- Takes the time to respond to questions and concerns in a courteous, tactful, and helpful manner
- Keeps supervisor informed of status of projects
- Demonstrates understanding of when to check with supervisor on non-standard customer requests
- Speaks and writes clearly and concisely, presents ideas and facts logically and coherently
- Demonstrates listening skills

***Work Ethic**

- Complies with Employee Handbook, Council Policies and Codes
- Shows up on time
- Maintains workspace in a professional manner
- Utilizes time and resources efficiently and effectively
- Looks for ways to improve operations and discusses with department head
- Represents the City in a positive manner
- Works to get the job completed when necessary
- Demonstrates ability to problem-solve unexpected situations
- Adapts to and incorporates changing priorities and methodologies

JOB COMPETENCIES:

***Administration:**

- Works as support staff as needed to the City Clerk-Treasurer and City Administrator offices.
- Duties may include but not be limited to: producing reports for projects, collecting statistical information, collecting support documentation for reports, assisting the City Clerk in various accounting functions including processing and paying invoices, answering citizen questions at the front desk, taking customer payments, cash receipting and filing.
- Becoming proficient in accounts payable, cash receipting and payroll modules of Caselle Governmental Accounting Software.

***Safety**

- Recognizes and corrects unsafe conditions
- Works safely to prevent at-fault accidents

***Care of Equipment**

- Assures equipment is properly maintained

***TOOLS AND EQUIPMENT USED:**

- Standard modern office equipment including computer, recording equipment, fax, copier, etc

***KNOWLEDGE/ ABILITIES:**

- Ability to manage workload and prioritize projects
- Ability to plan for the future
- Ability to understand, interpret, and apply City policy to situations

***DESIRED MINIMUM QUALIFICATIONS:**

- High School diploma
- Valid Driver's License
- 2 years clerical or accounting experience preferred
- Prefer experience with governmental accounting systems, specifically, Caselle Connect software
- General business skills:
 - research
 - knowledge of business formats
 - word processing
 - modern office practices
 - records management
 - software operation (Word, Excel, Access)

Notary public certification required in 1 year

ORIENTATION AND TRAINING PERIOD:

3 months

1 year to achieve general competency

***WORKING ENVIRONMENT CHALLENGES:**

Interruptions

Dynamic community interests

Office layout

Work load and deadlines determined by others

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The City of Victor is an Equal Opportunity and Affirmative Action Employer.