

## POSITION DESCRIPTION

**TITLE:** Receptionist/Administrative Assistant (Administration)  
**TYPE:** Staff  
**CLASSIFICATION:** Non-Exempt  
**DEPARTMENT:** Administration  
**LOCATION:** City Hall  
**APPROVED BY COUNCIL:** August 28, 2000

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### GENERAL PURPOSE

The Administrative Assistant is expected to perform a variety of routine clerical, secretarial and administrative work in receiving the public, keeping official records and providing administrative support to the City Administrator and the Mayor.

### SUPERVISION RECEIVED

Works under the direct supervision of the City Administrator.

### SUPERVISION EXERCISED

As designated.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Compose, type, and edit a variety of agendas, correspondence, reports, memoranda, and other material requiring judgment as to accuracy and completeness.

Receive the public and answer questions when related to responsibilities of position; respond to inquiries from employees, citizens and others and refer to appropriate persons.

Answer in-coming calls and route callers to appropriate department or provide information when related to responsibilities of position.

Serve as cashier and issue receipt for payments.

Schedule appointments and perform other administrative and clerical duties.

Coordinate procurement of department materials and supplies. Responsible for ensuring that adequate materials and supplies are stocked.

Operate listed office machines as required.

Prepare, distribute and monitor work orders.

Input data to standard office and department forms; compile data for various reports.

Receive, stamp and distribute incoming mail, process outgoing mail.

Perform administrative and clerical tasks for Building Official, including the composition of meeting minutes.

Perform administrative and clerical tasks for the Utility Billing Clerk.

Work with the City Administrator on projects as assigned.

Maintain a courteous and positive working relationship with employees, the public, elected and appointed officials, and vendors; receive complaints and questions and report same to appropriate department; assist in resolving complex and sensitive customer service issues as directed.

## **SECONDARY DUTIES AND RESPONSIBILITIES**

Operate a vehicle to run errands.

Apply knowledge, skills and abilities to assist other office staff when requested and time permits.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience**

- A. Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and,
- B. Two (2) years of increasingly responsible related experience, or,
- C. Any equivalent combination of related education and experience.

### **Necessary Knowledge, Skills and Abilities**

- A. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
- B. Skill in operation of listed tools and equipment.
- C. Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations in a courteous manner.

## **TOOLS AND EQUIPMENT USED**

Multi-line phone system; personal computer including word processing (Microsoft Word) and spreadsheet (Microsoft Excel); computer printers; copy machine; postage machine; fax machine; two-way radio; laminator; calculator.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet but may be loud during busy times.

## **TERM**

An employee in this position serves at the will of the City of Galena.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience, oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The 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.