

POSITION DESCRIPTION

OFFICE ASSISTANT

Position: Office Assistant
Reports To: Fiscal Officer
Group/Department: Finance/Revenue Collections
Work Location: Roseville Municipal Building

Position Summary:

The Office Assistant is responsible for the efficient, accurate, and timely clerical tasks in order to keep the office running efficiently. The Office Assistant duties performed must be in accordance with the Village's ordinances/resolutions, rules, regulations and procedures, as well as the Ohio Basic Code.

Job Dimensions:

The Office Assistant reports directly to the Fiscal Officer. The Office Assistant is responsible for customer service and clerical tasks.

Nature and Scope:

The Office Assistant is responsible for assisting the Fiscal Officer, Income Tax Administrator, and the Utility Billing Clerk. This is a part-time position that will average 20 hours per week. Must have a flexible schedule and can work evenings and weekends.

The major responsibilities of the Office Assistant include, but are not limited to:

- Collecting and processing various payments from residents: Utility, Income Tax, Community Center Reservation, Park Rental, Splash Pad Reservations, Cemetery, and all other payments collected by the Village of Roseville.
- Answering and directing telephone, emails, and other inquiries from the public to the appropriate department.
- Clerical duties such as copying, faxing, filing, organizing, and cleaning.
- Making Community Center reservations and be in the rotation of unlocking and cleaning the center before and after rentals. Rentals are available seven days a week with various hours including evenings and weekends.
- Aiding in mailing utility bills, income tax statements, prepared bills, and any other mass mailings.
- Preparing and recording receipts.
- Counting money and preparing deposits for the bank. Must be able to be bonded.
- Typing documents, forms, minutes.
- Filling in at the Splash Pad during the season with duties that include collecting entry fees, concession stand sales, cleaning, and enforcing rules.
- Completing work orders for utility departments.

Major Challenges:

- Maintaining and expert level of knowledge of municipal operations.
- Making continuous improvements to the office's organization processes in order to improve service and increase efficiency.
- Serving customers who have a large variety of complaints and are sometimes abusive, uncooperative, and angry.
- Being patient and attempting to work through problems and find solutions.

- During peak periods, handling increased counter traffic and telephone calls while attempting to maintain an exceptional level of accuracy.

Other Requirements:

- Demonstrated competency in use of computer software including spreadsheets and word processing. Use of software includes the ability to create or design new reports, documents, and spreadsheets.
- Knowledge of office equipment such as personal computer, printers, typewriters, calculators, copiers, scanners, and fax machine.
- Maintain a working knowledge of the Village of Roseville departments' rules and regulations to respond to customer inquiries- either on the phone or over the counter.
- Ability to coordinate work efforts with employees in other Village departments.
- Ability to provide excellent customer service for all customers.
- Good math, organizational, and problem-solving skills.
- Demonstrated organizational skills to manage the multiple functions of the division.

Qualifications:

- Associates degree/Technical Certificates from an accredited school with at least 4 credit hours in Accounting or business administration or any equivalent combination of experience and training.
- Additional training in office management, leadership, and supervision.
- Knowledge in local government operations, rules, regulations, and State Codes.
- Experience in the collections and preparation of government revenue.
- Experience in customer service or other related experience requiring communication skills on the telephone and in person.