

OFFICE ASSISTANT

Department: Administration

Salary Classification: Salaried

Supervisor: Town Clerk

FLSA Status: Non-Exempt

Revision Date: 6/09/2020

NCLM Position Code: 20600

General Statement of Duties:

This position performs intermediate skilled administrative support work as part of the Town's administrative team supplying superior customer service through office operations and Town goals accomplishment. Work is performed under limited supervision.

Essential Job Functions:

The following list is representative, but not all-inclusive, of typical duties, tasks, and responsibilities for this position:

1. Serves as the first point of contact with public by answering telephone calls into the Town's main line and forwarding these to the appropriate department/staff.
2. Assists and directs the public by answering questions about all Town departments, as needed; processes inquiries/requests as appropriate.
3. Processes and sorts daily mail.
4. Manages reservations for Town parks and Legion Building.
5. Assists with various planning and zoning applications and associated payments.
6. Relays information to and from various companies on behalf of the public.
7. Makes faxes and copies, as needed by employees/staff and the public.
8. Serves as petty cash custodian; takes deposits to the bank.
9. Keeps updated forms on file: reservation sheets, Zoning Permit applications, employment applications, various police forms, etc.
10. Keeps the lobby area presentable and seasonally decorated, as needed.
11. Serves as coordinator for Parks, Events, and Recreation Committee (PERC) to plan Town events (such as Easter Egg Hunt, Fish for Fun, Santa at the Park, Family Fun Fest, Staff/Volunteer Banquet, etc.)
12. Takes minutes for PERC and other committees as needed.
13. Works to engage Town businesses and coordinate their participation in Town events.
14. Updates bulletin boards.
15. Files and performs data entry for the Finance Department as needed.
16. Maintains and updates office procedures for different tasks associated with the position.
17. Sends flowers, birthday cards, etc. to employees for birthdays, deaths, hospitalization, etc. in accordance with Town policy.

18. Performs various tasks as needed by the department staff including organization, filing, research, etc.
19. Performs all other related duties as required.

Physical Activity Requirements:

Position involves work requiring the employee to exert up to 50 pounds of force occasionally and less force frequently to move objects. Physical activity related to this position may include climbing, balancing, stooping, reaching, kneeling, crouching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, and hearing. Sufficient visual acuity is required to prepare and analyze data and figures, operate a computer, prepare reports, use measurement devices, and operate a vehicle. An employee in this position will not be subject to adverse environmental conditions.

Required Knowledge, Skills and Abilities:

Strong time management and organizational skills. Ability to prepare clear and concise documents and presentations. Ability to communicate clearly and effectively in writing, in person, and over the telephone with the general public. Ability to establish and maintain harmonious relationships with department heads, other staff, and the general public. Ability to work under stressful circumstances. Skilled in conflict resolution and effect customer service. Ability to learn general knowledge of a variety of organizational programs. Ability to use judgement in organizing and establishing priorities. Ability to work independently with limited supervision.

Minimum Qualifications:

High school diploma (or equivalent), intermediate to advanced knowledge of computers, Microsoft Word and Excel software modules, office terminology, procedures, and equipment. Must possess initiative, good judgment, clerical aptitude, comprehensive knowledge of general office duties, mental alertness, tact, and courtesy. Valid NC Driver's License. Possession of or an ability to obtain Notary Public certification within six months of employment.

Preferred Qualifications:

At least a two (2) year degree in Business, Business Administration, Political Science, or a related field; minimum two years of experience in an administrative or related position; or an equivalent combination of training, education, and experience.

This position reports to and is subject to the general direction of the Town Clerk.