



Job Description

Department: Administration **Non-exempt**
Job Title: Administrative Assistant **Job level: 3**
Local Registrar
Assistant Deputy City Clerk
Reports to: Finance & Administrative Services Director
Date job description last revised: January 2012

GENERAL DESCRIPTION OF DUTIES:

Assists with administrative and human resources needs for all city departments and acts as the receptionist and cashier for City Hall. Answers phones, distributes mails and performs a variety of office management functions. Assists City Administrator and department heads by coordinating meetings, researching information, compiling data, assisting with special projects and providing other administrative support, as needed.

Serves as the Local Registrar for southern Chaffee County, issuing birth and death certificates in compliance with State of Colorado requirements. Provides training and oversight for Deputy Registrars.

This position also serves as the Assistant Deputy City Clerk, taking minutes at City Council meetings when needed, assisting with issuance of city licenses (liquor, medical marijuana centers, arborists, etc.), assisting with compliance to the city's document retention policy and handling other administrative duties assigned by the Deputy City Clerk.

ORGANIZATIONAL RELATIONSHIPS:

Works closely with all employees in City Hall with primary direction provided by the Finance & Administrative Services Director; also support the City Administrator, Community Services Director and Deputy City Clerk.

ESSENTIAL DUTIES:

The following duty statements are illustrative of the essential functions of the job and do not include other nonessential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time. This position involves customer service, regular assigned responsibilities, ad hoc duties and requires the ability to resolve problems and multi-task:

- Picks up, sorts and distributes mail to city hall employees and other departments.
- Answers calls to the city's general telephone line. Transfers call, relays messages and requests. Programs the city hall telephone system. Helps or directs customers at City Hall.
- Changes backup tapes for city hall server.
- Manages front office, orders supplies and maintains general office equipment such as the postage machine and copiers; manages the issuance of keys for the Toubert Building and inventory of keys for other city locations (Scout Hut, band shell, etc.); coordinates outside maintenance calls; coordinates office closures for holidays and staff meetings.

- Initiates collection process for checks returned due to non-sufficient funds or closed accounts.
- Coordinates with department heads for filling open positions (posting open positions, screening candidates, etc.) and processing personnel changes (new hires, termination, status changes); enters personnel data in ADP. Maintains personnel files. Responds to requests for verification of employment, unemployment filings, etc.
- Processes employee retirement contributions.
- Organizes an annual employee benefits fair with third-party providers and assists with open enrollment and benefit changes throughout the year.
- Reconciles insurance bills with employee list; reviews monthly benefits invoices.
- Complies with the State of Colorado requirements for vital statistics. Processes birth and death certificates and authorizations for disposition of remains. Provides information for state audits. Files requests for new deputy registrars; trains and oversees work of deputy registrars. Attends required training.
- Processes customer payments (batches & individual) and answers general billing questions.
- Prepares bank deposits.
- Assists with preparing and mailing bills and late notices; assists with mailing a/p checks.
- Updates customer addresses in the billing system.
- Maintains updated desk procedures for area of responsibility.
- Checks fax inbox and distributes via email to appropriate personnel; deletes “junk” messages.
- Posts information and documents to the City website.
- Drafts written correspondence and schedules meetings as directed by City Administrator, Department Heads and, occasionally, elected officials.
- Schedules use of the Council Chambers and conference rooms for meetings and events.
- Empties office and employee breakroom recycling containers in the main recycling receptacles for the Toubert Building.
- Reviews and updates annual renewal declaration for city vehicles.
- Waters plants in city hall common areas.
- General administrative support and other duties as assigned by management.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong customer service orientation & ability to resolve/diffuse customer issues and complaints.
- Well-developed oral and written communication skills.
- Must be comfortable using a personal computer and printer, programs including MS Word & Excel, Adobe Acrobat, be able to navigate the web, program the telephone system, postage machine and other office equipment.
- Must be able to multi-task.
- Attention to detail and accuracy.
- Ability to become a “go to” person for taking care of ad hoc requests and office management.

EDUCATION AND EXPERIENCE:

High school diploma or equivalent. Proficiency with Microsoft Office, most importantly Word and Excel, and Adobe Acrobat and handling of phones and auto attendant programming.

ENVIRONMENTAL AND PHYSICAL CONDITIONS:

- The majority of this position’s duties are performed in an office environment.
- Visual and physical ability to work on computers for substantial amounts of time.
- Must be able to work independently, meticulously and assertively.
- Must be able to lift up to 20 pounds.