

## PART-TIME OFFICE ASSISTANT

**Scope:** Assist in the daily receipting of utilities payments, providing customer service and general receptionist duties.

Answer all incoming phone calls for City Hall and on occasion the Police Dept. Take detailed messages and forward to corresponding department or personnel.

Communicate effectively both orally and in writing.

Respond to issues, questions and problems posed by customers; evaluate circumstances based upon City and Department policies.

Provide prompt and courteous service to city residents, visitors, the Mayor, City Council and City Staff.

Distribute any necessary applications to customers; with a full knowledge of the application process

Receive a variety of payments and post accordingly.

Process daily deposit of all cash receipting, printing all necessary reports. Make sure all records balance. Make deposit at the bank.

Pick up and distribute mail daily.

Maintain daily filing.

Perform Notary Public duties.

Call customers and remind them of; past due irrigation bills; dog licenses and other renewable items.

Assist City Clerk and Deputy Clerk with any task as required.

Perform other related duties as required.

Knowledge and skills required: standing, walking, sitting, bending, operating a computer keyboard, adding machine, handle materials, accessing stored file boxes; organizing files and smiling under stress. Must be bondable.