

Revised: July 2018



Administrative Assistant
Part Time

Summary

Under the general supervision of the Manager, receipts payments to the Village for utilities and answers customer inquiries.

Responsibilities and Essential Duties and Functions (not exhaustive of all responsibilities)

1. Receives and processes customer payments for utility service in person, over the phone, by mail, and online
2. Assists with the mailing and distribution of utility bills and other mail
3. Properly upholds village ordinances and policies regarding payment due dates, fees, and shut offs
4. Assists customers at the payment window who may have general questions about village policies (i.e. rummage-sale permits)
5. Type and otherwise assist with general administrative tasks.
6. Performs other duties as assigned

Essential Qualifications

Education & endorsements

- High School Diploma or GED preferred
- Ability to use computers, copy machine, scanner and other basic office equipment.

Experience

- A minimum 2 years' experience in cash handling and customer service is required

Other

- Ability to multitask and remain calm under stress is essential. Must maintain a calm and professional presence at all times.

Physical Requirements:

Employee regularly works in a business office setting and is regularly required to communicate in person and by telephone and be mobile within the office setting. The employee frequently is required to use manual dexterity to type and enter data. Employee must regularly lift or move light and moderate weight items to maintain files, office systems, and equipment. The noise level in the work environment is usually quiet.

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