



CITY OF WHEATON
Office Assistant, Position Description

Division/Department:	Finance
Job Title:	Office Assistant
Reports to:	City Administrator

Level/Grade	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contract <input type="checkbox"/> Other:	Hours: <u>up to 40</u> / week Monday thru Friday, 8:00 am to 11:30 am, Noon – 4:30 pm <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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SUMMARY:

Located in the Business Office at City Hall, the Office Assistant is the first point of contact for new and existing citizens. The employee in this position must exhibit exceptional customer service skills to meet the needs, inquiries, and complaints of residents, fellow City of Wheaton staff, City Council members, and anyone else who contacts City Hall.

This employee is responsible for the overall management of Accounts Receivable and Utility Billing for the Wheaton City Hall Office; the Office Assistant is required to establish, maintain and distribute accurate records of water, sewer, garbage, and other municipal financial transactions. Payments received must be documented, balanced, and deposited.

To be successful in this position, the employee must perform accurate, monthly accounting duties. The employee must be able to communicate City Policies and Ordinances to the general public in-person and in-writing.

ESSENTIAL DUTIES, RESPONSIBILITIES, AND EXPECTATIONS:

- Accounts Receivable: Establish customer accounts, process monthly bills, enter water meter readings and receipt payments; maintain customer balances; update customer information; process new service applications and deposits; provide account information when requested. Ensure account and balance accuracy by cross-checking data.
- Customer Relations: Provide clear, helpful, accurate information and assistance, utilizing a variety of mediums:
 - Answer telephone calls, greet customers, and respond to emails.
 - Process facility reservation applications, fees, and deposits, and provide special accommodations when appropriate and feasible etc.
 - Systematically respond to formal Requests for Information/Documentation.
- Marketing and Public Relations: This position has the ability to express messages through a variety of media (personal correspondence, utility billing statements, email, newspaper, the public access channel, the City of Wheaton website, etc.), and will be encouraged to:
 - Post notices and update information, by request.
 - Pro-actively implement general and targeted communication sequences to residents.
 - Maintain a website that promotes the City of Wheaton to a global audience, and institutes features that appeal to and can be used by local residents.
 - Coordinate and facilitate events sponsored or participated by the City of Wheaton.

- Record-Keeping:
 - Understand and implement the Records and Retention Statutes of Minnesota.
 - File correspondence and documents, as needed; dispose of expired material appropriately.
 - Maintain the Wheaton City Council's Official Minute Book.
 - Practice confidentiality and discretion when necessary, and be mindful of the Government Data Practices Act.
- Assist the City Administrator:
 - Aid in the completion of Payroll, Claims Processing, and Bank Statement Reconciliation.
 - Prepare materials for Council Meetings.
 - Act in place of the Administrator, when specified and necessary (for eg, to take meeting minutes, etc.).

KNOWLEDGE, SKILLS, AND ABILITIES:

- Understanding of accounting principles.
- Knowledge of general modern office practices, procedures, and equipment.
- Knowledge of city government and working in the public sector.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, etc.) and Microsoft FrontPage, and the use of Windows-based computer software.
- Experience with Banyon Utility Billing software preferred, but not required.
- Ability to deal confidently, courteously, tactfully, and effectively with members of the public - in person, in writing, and on the telephone.
- Ability to complete clerical work with a high degree of accuracy.
- Ability to efficiently organize, prioritize, and complete work tasks.
- Ability to objectively review office practices in order to suggest and implement positive, customer-friendly changes.
- Ability to communicate openly with the City Administrator and members of the City Council, both verbally and in writing.
- When appropriate, ability to identify the need for additional training; demonstrate a willingness to attend and benefit from learning opportunities.

EDUCATION, LICENSE AND/OR CERTIFICATE REQUIREMENTS:

- High School Degree and/or GED
- Two years education in bookkeeping/accounting and/or related experience

WORKING CONDITIONS:

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

While performing the essential functions, this position is required to: sit for extended periods, have hand and arm (or equivalent) dexterity adequate to allow for extensive use of key board for data entry, talk and hear with enough proficiency to allow for communicating with customers by phone or in person, and to have adequate vision to accommodate frequent viewing of computer screens and printed reports. This position requires frequently lifting and/or moving up to 10 pounds and infrequently lifting or moving up to 25 pounds. The noise level is usually moderate.

DATE POSTED

DATE HIRED