

CITY OF FIRCREST, WASHINGTON
POSITION DESCRIPTION



Class Title: Administrative Assistant
Department: Finance/Administration
Representation: N/A
Salary: \$4,888 - \$6,238 per month, DOQ
Overtime Eligible

First Review of Applications: January 13, 2025

Position Open Until Filled

POSITION SUMMARY:

The Administrative Assistant performs a variety of technical and routine record-keeping and clerical duties involving entering data on a computer, filing and maintaining records, answering phones, greeting the public, receipting payments, providing information about the City, and performing other general duties as assigned. This position is the first point of contact for the public visiting or calling City Hall. Exceptional customer service is essential.

ESSENTIAL FUNCTIONS include but are not limited to:

- Answer telephones, greet visitors, provide routine information to the public, and take messages or refer callers or visitors to appropriate locations or personnel.
- Communicate a wide variety of information to citizens, the public, and other departments, and respond to public inquiries made by telephone, correspondence, or during public meetings regarding City functions and procedures.
- Type and/or enter data into a computer for a variety of documents such as correspondence, agendas, schedules, and forms. Maintain databases as assigned, such as City staff phone list, inventory check-out, utility deposit records, and retail sales tax records.
- Receipt all payments for the City, including utility bills, Parks & Recreation fees, permitting fees, and other various payments, ensuring accurate allocation to the appropriate accounts. Maintain detailed and accurate records for all funds collected.
- Prepare and reconcile daily deposits.
- Participate in a variety of city committees and study groups, including attending a variety of meetings and staff meetings, as assigned. Prepare, type, and distribute agendas and meeting minutes. This position serves as the City's Wellness Coordinator and the Employee Safety Committee secretary.
- Prepare and maintain appropriate records and files.
- Provide highly responsible and complex clerical support with official City documents, assist City staff with correspondence, reports, and memoranda, and observe confidentiality and security procedures.
- Research payment discrepancies and resolve problems as needed.
- File all accounts payable and accounts receivable invoices.
- Assist in keeping statistical information and compiling data.
- Maintain and update the City website, social media accounts, and Town Topics newsletter.

- Order central supplies for City Hall and other departments as needed.
- Prepare and maintain inventories of office supplies, equipment, and other materials as assigned.
- Open, sort, date stamp, and distribute incoming mail, as well as prepare outgoing mail.
- Perform notary services for the City and the public.
- Process a wide variety of waivers, reimbursements, and event permits.
- Receive citizen complaints from concerned citizens; resolve complaints or refer the situation to the appropriate individual.
- Perform other duties as assigned.

AUXILIARY DUTIES:

An employee in this classification is expected to routinely perform other duties as assigned that would typically be performed by an employee in a position within this classification or lower. On occasion, an employee in this classification may perform the duties of an employee in a higher classification.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- High School Diploma or GED Equivalent; and
- Two (2) years of increasingly responsible related experience; or
- A combination of education and experience that provides the knowledge, skills, and abilities sufficient to perform the required responsibilities of the position successfully.

Necessary Knowledge, Skills, and Abilities:

- Ability to deliver exceptional customer service, including telephone techniques and etiquette.
- Outstanding organizational skills, including the ability to outline and schedule tasks, anticipate issues and needs, be detail-oriented, work within deadlines, track progress, collect data, and communicate regularly.
- Ability to plan, organize, and schedule priorities.
- Ability to work independently and effectively handle multiple technical and administrative tasks simultaneously.
- Ability to perform cashiering duties accurately.
- Ability to work with the public in a positive, professional, and courteous manner.
- Ability to handle stressful situations.
- Effective written and verbal communication skills.
- Bookkeeping principles, methods, and techniques.
- Digital communication skills and experiences with the use of social networks for outreach.
- Correct English usage, grammar, spelling, punctuation, and vocabulary sufficient to exchange or convey information professionally and understandably.
- Knowledge of modern office policies, procedures, and practices.
- Ability to operate a computer and other office equipment and sufficient keyboarding skills to perform the duties of the position.

- Ability to work proficiently with Microsoft Office, Adobe products, and other software applications as required by the job.
- Ability to establish and maintain cooperative and effective working relationships with citizens, colleagues, vendors, and other agencies.
- Ability to maintain punctual, regular, and reliable attendance.
- Ability to maintain a sense of humor and positive attitude.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Valid Washington State Driver’s License or ability to obtain upon employment.
- Must have a driving history acceptable to the City and maintain an insurable driving record.

SUPERVISION:

Work is performed under the general supervision of the Finance Director.

TOOLS AND EQUIPMENT USED:

Work involves using a personal computer, Microsoft Office applications (including Word and Excel), other job-specific software, a 10-key calculator by touch, Zoom phone system, copiers, printers, fax machines, other general office equipment, and automobiles.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment and physical demands outlined below represent those that an employee must meet to successfully perform the essential functions of this position. Reasonable accommodation may be made to assist individuals with disabilities in performing essential functions.

Work is typically performed in an office setting, subject to frequent interruptions, and generally involves a high degree of concentration. Work involves moderate noise typical of an office environment, including ringing phones, multiple conversations, and operating office machines. Noise and hazards outside of a typical office environment are limited.

Work involves sitting for long periods, operating a keyboard for extended periods to enter data into a computer, and requires the ability to talk or hear. Hand-eye coordination and repetitive arm/hand movement are necessary to operate computers and office equipment, and using hands is needed to reach, handle, grasp, feel, or operate objects, tools, or controls. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally required to stand, reach, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift or move up to 50 pounds. Employees will be required to wear safety protective gear when necessary.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview and reference check, and job-related tests might be required.

ADDITIONAL INFORMATION:

Reasonable accommodation will be made as required by the Americans with Disabilities Act to enable a person with a disability to perform the essential functions of this position.

As an Equal Employment Opportunity Employer, the City considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, sexual orientation, marital or veteran status, gender identity, or any other legally protected status. Applicants requiring reasonable accommodation for the application and/or interview process are encouraged to notify us immediately.

Candidates who receive a job offer will be required to provide proof of identity and authorization to work in the United States in accordance with the 1986 Federal Immigration Reform and Control Act, which prohibits the hiring of unauthorized aliens.

The City of Fircrest maintains a drug-free workplace and enforces a policy to limit smoking in the workplace.

This job description does not constitute a contract of employment contract between the City and the employee and is subject to change based on the needs of the City or job requirements. It is not intended to encompass all duties that may be performed in this position and is only designed to provide a general description of responsibilities in this classification. Employees may be required to follow additional job-related instructions and perform other duties as requested by their supervisors. The duties listed herein are illustrative and not exhaustive. The omission of specific tasks does not exclude them from the position if they are similar, related, or a logical assignment to the position.

BENEFIT INFORMATION:

The City offers a comprehensive benefits package designed to support the health and well-being of our employees and their families. Benefits include medical, vision, dental, and orthodontic insurance; choice of WA State Department of Retirement Systems PERS Plan 2 or Plan 3 for general employees or LEOFF 2 for police officers; and the choice between two voluntary deferred compensation programs. We also provide generous time off, including 11 paid holidays, a personal holiday, vacation and sick leave, and compensatory time and overtime options (as applicable). Additional benefits include an Employee Assistance Program and a fitness reimbursement plan.

The City of Fircrest creates an environment that supports wellness practices that enhance the quality of life for City employees and encourage participation in an employee wellness program. As a result, the City has been a recipient of the Association of Washington Cities Well City Award.