

# Town of Ixonia Administrative Assistant Job Description

Job Title: Administrative Assistant

Department: Clerk/Treasurer

Reports To: Clerk/Treasurer

## GENERAL DESCRIPTION:

This position is responsible to provide administrative, fiscal and program support to the Departments and provide exemplary customer service to members of the public. Position responsibilities include, but are not limited to: Customer Service, Utility Billing process, Receipting money, Elections, miscellaneous billing, mail processing, routine clerical duties and tax collections.

## Essential Job Functions:

*The following duties are normal for this position. However, they are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may also be required or assigned.*

- Provides first line customer service to internal and external customers; greets, receives and screens visitors and customers; addresses and resolves customer questions as able and refers complex inquiries, request or complaints to appropriate staff
- Sorts, copies and distributes a variety of correspondence, deliveries and mail; opens, logs and routes office mail; retrieves, delivers and sends faxes.
- May compose routine correspondence; proofreads and edits documents; enters, scans, updates and maintains information in spreadsheets, databases and reports.
- Maintains electronic and paper filing and record systems to provide easy access to records and information; provides retention of records as required;
- Assists in preparing agenda packets as needed.
- Receives and processes payments, applying payment to proper account and providing receipts of transaction when necessary
- Maintain Park and Town Hall reservations
- Assist customers in applying for Plan Commission meetings – Conditional Use Permit, Variance, Rezoning, etc.
- Process and Issue dog licenses
- Assist in tax collection
- Assist in processing annual, new or renewal of liquor licenses, operator licenses and direct sellers
- Maintain files of correspondence, forms, reports and other materials
- Successfully complete WisVote training through the Wisconsin Election Commission and assist with maintaining voter database
- Assist in maintaining Voter Registrations, Absentee Applications and scheduling Election Inspectors, In-Person Absentee Voting and any other responsibilities with election as necessary
- Assist in processing Special Assessment Letters for Title Companies
- Other duties as assigned

### Required Knowledge, Skills and Abilities:

High School graduate (or HSED equivalent) plus experience handling money and an equivalent combination of education and experience which provides the following knowledge, skill and ability:

- Good knowledge of cash handling practices, and the ability to apply these principles to work situations
- Good knowledge of office practices, procedures and the operation of standard office equipment
- Ability to follow moderately complex instructions and adhere to prescribed routines
- Ability to maintain general office records and to prepare reports and answer questions
- Skill in the utilization of computerized equipment, Windows software including but not limited to Word, Excel, Outlook and software associated with election and financial management
- Ability to establish and maintain effective working relationships with supervisors, employees and the general public
- Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, withing the provision of Freedom of Information Act and other applicable State and Federal statutes and regulations
- Ability to work the allocated hours of the position and respond after hours as needed

### Physical and Work Environment

*The physical and work environment characteristics described in this description and representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information at normal spoken word levels
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work has no exposure to adverse environmental conditions
- Work is generally in a moderately noisy office setting (business office, light traffic)

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*