

**City of Sebastopol
Job Description**

Job Title: Office Assistant
Division: Miscellaneous
Department: All
Location: All
Shift: Daytime
Reports To: Department Head
Prepared By: Administrative Services Department
Approved By: City Council
Approved Date: 12/16/2008
FLSA Status: Nonexempt

SUMMARY

This position that works under supervision performing office support work and receiving requests for information and providing assistance to individuals who contact City departments. References the current fee schedules, charging for and collecting any fees due to the City at time of filing. May serve as receptionist for telephone calls and visitors and receive inquiries from citizens, answers those inquiries when possible and otherwise directs them to the appropriate department. May operate telecommunications equipment. May assist in coordination of inter-department activities as required and performs other clerical duties as assigned by department heads.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include the following. Other duties may be assigned.

Performs general office support work, which may require familiarization with specific technical skills or knowledge of detailed or specialized activities related to the applicable department.

Assists the public in a clear and courteous manner and provides initial point of contact for both telephone callers and visitors to the public counters. Answers or refers questions on departmental responsibilities or procedures, permitting processes and procedures, public records, applicable standards, and other related topics. Maintains a courteous and professional manner when dealing with the public.

Assists citizens who file for various permits, applications, or other approvals as required by assigned department. Processes and routes information or applications for required signatures. Administers and tracks permits and applications.

Interprets the current fee schedules and charges and collects appropriate fees due to the City at the time of filing. Maintains forms for the public and other reference materials, which may include various application checklists, City Ordinances, standards and policies, insurance requirements, maps, development standards, fee schedules, and others. May assemble required materials submitted by applicants needed to file for various City permits and approvals. Receives applications, checks for completeness and ensures that all fees have been paid.

Attends to a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, updates equipment inventory and maintains related records, transmitting information, keeping reference materials up to date. Sorts and delivers mail, affixes proper postage to outgoing City mail through use of postage machine, answers routine correspondence, and processes applications and permits. Schedules and coordinates meetings and maintains administrative files and records. Maintains accurate

and detailed listing of incoming and current projects. Prepares reports, letters, memoranda, statistical charts, and other materials. Types departmental correspondence and reports and maintains files in a neat, organized manner. May keep index of parcel maps as filed and recorded. Provides direct administrative and clerical support to assigned departmental staff. Maintains department time card information.

Classifies, collects, compiles and posts water bill receipts, maintains water customer accounts including the opening and closing of accounts; operates data processing equipment including data transfer to and from hand-held meter reading equipment, resolves customer complaints for water billing; maintains records of business licenses issued; interprets City ordinances in order to issue licenses; prepares and processes accounts payable invoices and warrants; and invoices accounts receivables.

Operates telecommunications equipment, calculator, bindery, copier machine, fax machine, computer and other related office equipment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Two years related experience and/or training, or equivalent combination of education and experience. Public sector experience desirable.

LANGUAGE SKILLS

Ability to read and provide documents such as regulations, safety rules, operating and maintenance instructions, and procedure manuals. Ability to communicate orally to members of the public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid California Driver's license.

OTHER QUALIFICATIONS

Ability to type, use PC-based word processing software, including Microsoft Office Professional Suite and have basic computer skills.

Ability to set priorities among multiple tasks with minimum of supervision.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and/or walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Appointment to this position will be contingent upon passing a standard City medical examination.

WORK ENVIRONMENT

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.

The noise level in the work environment is usually moderate.