

Miami Township, Clermont County Position Description

TITLE: Administrative Assistant/Service Department

REPORTS TO: Service Director

RESPONSIBILITIES:

Under the general direction of the Service Director, performs a variety of difficult, responsible and specialized administrative and office support functions; creates and maintains specialized reports, records and files required in connection with department work processes; interacts with township personnel and the public on technical matters; and performs related duties as assigned.

ESSENTIAL FUNCTIONS:

The duties listed below 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 this class.

- A) Performs a wide variety of complex, responsible and sensitive administrative duties for service department, including providing routine analytical and technical support.
- B) Works closely with the Service Director to maintain an in-depth awareness and knowledge of the department's issues, philosophies, goals and objectives and assisting in developing related strategies; works collaboratively with other township staff.
- C) Receives and vets visitors and telephone calls; provides information and resolves moderately complex complaints which regularly requires the use of judgment and the interpretation and application of policies and procedures; investigates and follows-up on citizen requests for service, complaints, and requests for information.
- D) Uses current computer software programs to prepare drafts of documents and finished documents; track and monitor projects and tasks; reviewing finished materials for completeness, accuracy, format, compliance with policies and procedures.
- E) Researches, compiles and summarizes a variety of informational or statistical materials from multiple sources; prepares a variety of studies, reports, plans, manuals, and related information for decision-making purposes, special projects, and training.

- F) Composes drafts of correspondence, sensitive communications, presentations, contracts, policies, newsletter articles, permit applications, and other materials as directed.
- G) Prepares grant applications; administers grant contracts; coordinates with funding agencies to comply with grant contract provisions.
- H) Performs basic accounting and bookkeeping functions related to ordering supplies, equipment and services; orders and purchases supplies for department; tracks projects and prepares invoices from file documents. Manages and tracks timekeeping for payroll and manages payroll processing.
- I) Performs clerical duties related to department or division activities such as typing, filing, and distributing mail; organizes and maintains various administrative, reference, and follow-up files; purges files as necessary in accordance with township records policies; organizes and maintains data base files.
- J) Processes cemetery deeds and helps track cemetery lot sales.

OTHER DUTIES:

- A) May be required to attend meetings of Township Trustees, conferences, training programs, and committee and staff meetings in order to provide assistance, make recommendations on subjects under discussion, or to learn/enhance skills.
- B) May be required to work non-standard hours in case of emergency.
- C) Perform other related duties as directed.

QUALIFICATIONS:

Graduation from a standard high school or the equivalent, supplemented by verifiable experience in clerical and administrative tasks, including purchasing, personnel, payroll and insurance; or any combination of experience which provides the desired knowledge, skills, and abilities.

Minimum Acceptable Characteristics and Abilities:

- Ability to attain or maintain Notary Public commission
- Knowledge of purchasing software
- Demonstrate professional public or customer service
- Ability to respond to routine inquiries from public officials and the general public
- Ability to establish and maintain effective working relationships with co-workers, vendors and the public
- Ability to handle confidential information appropriately
- Working knowledge of office automation and Microsoft Office software products
- Demonstrates flexibility and cooperative attitude when faced with change
- Posses and maintain a valid driver's license

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of: a) office administration practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; b) Township organization, resolutions, rules, policies and procedures applicable to departmental operations; terminology, technical work processes and local, state and federal requirements applicable to areas of assigned responsibility; c) advanced uses of word processing, spreadsheet, database and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.

Proven ability to: a) write clear and concise reports, memoranda, directives, and letters; b) accomplish assigned administrative tasks with a minimum of supervision and with only general direction; c) establish and maintain satisfactory work relationships with department heads and other employees; d) evaluate conditions, identify problems, and formulate corrective measures using good professional judgment; e) use independent judgment and to manage and impart confidential information; f) maintain public records according to township records policies; g) greet public by telephone or in person in a pleasant and professional manner; h) follow detailed oral and written instructions.

Demonstrate skill in: a) computer applications, b) operating various business machines; c) maintaining confidentiality in dealing with sensitive issues and documents.

TOOLS AND EQUIPMENT USED:

Personal computers with related software, copiers, calculators, two-way radios, telephones, fax machines, and other office equipment related to this position.

DISCLAIMER:

The physical demands described 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 these essential functions. Also, this job description does not constitute an employment agreement between the employer and the employee, and it is subject to change by the employer as the needs of the employer and the requirements of the job change.

Effective date _____

Authorized by _____