



## CITY OF WATERTOWN JOB DESCRIPTION

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**JOB TITLE:** Administrative Assistant/Permit Tech Assistant

**DEPARTMENT:** Office

**EFFECTIVE DATE:** June 2022

**FLSA STATUS:** Non-Exempt

**HOURS WORKED:** 40 Hours/ 7:00 a.m.-4:30 p.m. M-TH, 7:00 a.m.-11:00 a.m. F

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**DEFINITION:**

Acts as first point of contact for the city. Performs broad and varied secretarial duties, which may be of confidential nature.

**SUPERVISION RECEIVED:**

Works under the general supervision of the Administrative Services Director.

**SUPERVISORY FUNCTIONS:**

None.

**EQUIPMENT/JOB LOCATION:**

Works primarily from an office in City Hall. Equipment used includes, but is not limited to, personal computer, printer, fax machine, calculator, postage meter, copy machine, and scanner.

## **ESSENTIAL FUNCTIONS OF THE JOB:**

- Greets the public, determines the nature of business, provides information, answers questions, research files and/or refers as appropriate; may explain policies, procedures, and ordinance requirements.
- Answers telephone calls from individuals; provides information and/or refers as appropriate; takes messages.
- Assists in preparing agendas and other necessary paperwork for council meetings, planning commission & park board.
- Attends Park and/or Planning Commission meetings and type minutes; to be determined by Administrative Services Director.
- Assists public in completing over the counter building permit applications; processes and receives payment for permits, i.e., re-roofing, residing, window/door replacement, HVAC, water heater/softener, irrigation back flow installation and replacement. Also processes and receives payment for all other permits after Building Official completes plan review.
- Receives requests, complaints, and information from the public and handles or transmits to staff to handle.
- Opens and closes City Hall, ensures doors and petty cash drawer are locked, machines and lights are off, and phones are forwarded to voice mail.
- Schedules and coordinates community center room rentals, accepts money, and distributes keys.
- Coordinates annual community clean-up day.
- Organizes meeting room reservations for civic groups.
- Monitors clean-up and damages following community center functions.
- Schedules and coordinates all park reservations with community sport teams and general public, accepts payment and distributes keys.
- Sorts and distributes mail.
- Assists with local elections as directed by Administrative Services Director.
- Creates and updates city documents and/or informational materials.
- Orders office supplies for all city departments.
- Performs event planning for catering and parties.
- Informs owners of impounded animals of fine amounts and collects fines.
- Accepts community garden rental applications, accepts payment, coordinates with Public Services staff.
- Performs miscellaneous clerical assistance to departments as needed.
- Acts as notary public.
- Issues annual liquid waste hauler permits. Receives monthly liquid waste hauler reports and payments, tracks revenue.
- Completes solicitor permit background checks and processes permits.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITY:**

- Ability to communicate effectively, in English, both verbally and in writing.
- High level of customer service skills including the ability to deal confidently and effectively with members of the public both in person and on telephone in a prompt and courteous manner.
- Ability to multi-task while maintaining a professional and positive attitude.
- Possession of effective problem solving and analytical skills.
- Ability to concentrate and use reasoning and good judgment.
- Ability to develop and maintain effective working relationships with the public, coworkers, and supervisors.
- Available to work overtime as needed to complete required work.
- Ability to recognize and comply with appropriate task deadlines.
- Ability to work both independently and in a team setting, as deemed by assignment.
- Ability to create, proofread and edit documents.
- Working knowledge of modern office practices, procedures, and equipment including use of computers.
- Knowledge of City licensing and permitting process including codes, ordinances, policies, procedures, and timelines.
- Working ability to read and interpret basic building plans and city service maps.
- Considerable ability to type and enter data with speed and accuracy.

## **PHYSICAL DEMANDS:**

The physical demands described herein 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.

- Sit for extended periods of time.
- To have hand and arm (or equivalent) dexterity adequate to allow for extensive use of a keyboard for data entry.
- To talk and hear with enough proficiency to allow for communicating with customers by phone or in person.
- To have adequate vision to accommodate frequent viewing of computer screens, print reports and customer account cards and ledgers.
- The employee must frequently lift and/ or move up to ten (10) pounds and infrequently lift or move up to 50 pounds.
- The noise level is usually moderate.

## **MINIMUM QUALIFICATIONS:**

- High school graduate or GED equivalent.
- Three years of experience in office setting.

- Two years of municipal work experience.
- Skilled in the operation of computer software including Microsoft Office (Word, Outlook, Excel, Power Point).
- Knowledge of Banyon Data System Fund Accounting and Utility Billing software.

**NON-DISCRIMINATION POLICY:**

The City of Watertown will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.

*(The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. This position description is subject to change as the needs of the City and requirements of the position change. The City of Watertown reserves the right to change and/or eliminate any and all job duties as necessary. This position is subject to state drug and alcohol testing.)*