



VILLAGE OF ROSCOE
POSITION DESCRIPTION

Job Title: Administrative Assistant
Department: Village Hall
Reports to: Village Administrator
Status: Full Time
Prepared Date: August 7, 2019

This position provides general administrative support for the Village President, Village Administrator, Human Resources and other departments as assigned. Duties will include call taking and routing, filing, mailing, scheduling, document creation, data entry, records keeping, customer service and general administrative support.

Essential Duties and Responsibilities

- Provides customer service by assisting the public;
- Performs technical and clerical functions including but not limited to using internet web browser, database programs, spreadsheets, and word processing;
- Assists in the issuance, tracking, and renewal of permits and licenses;
- Receive monies from the public, issue receipts and transfer funds to Village Treasurer;
- Maintenance of office equipment and ordering office supplies;
- Provides research, coordination and administrative support for other departments when assigned;
- Book travel arrangements;
- Developing press releases, brochures and other publications or correspondence;
- Works with the Clerk's Office in the maintenance of Village Hall department records;
- Assists in the maintenance of schedules for the Village President and Village Administrator;
- Serves as a departmental contact to the public, receiving, processing and following citizen inquiries, providing complaint resolution and information;

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.

Technical Qualifications

- Possess High School diploma, preferably supplemented by college level course work in public administration, business administration, communications or related program.
- Communicate effectively verbally and in writing, demonstrate mastery of spelling and grammar.
- Demonstrate computer literacy, including mastery of Word, Excel, Power Point, and database management. Experience with accounting software and digital archiving preferred.
- Ability to schedule and organize teleconference calls and virtual meetings
- At least three years' experience dealing with public contact and communications with increasingly responsible administrative experience is desired.
- Any combination of education and experience, which provides the applicant with the desired skills, knowledge and ability required to perform the job, may be substituted for these qualifications.
- Experience in a municipal environment is desirable.

Personal Qualifications:

- Comfortable working in a team environment.
- Sound judgment and decision-making skills.
- Ability to establish and maintain effective working relationships with the general public, elected and appointed officials and Village employees.
- Meticulously organized with an ability to prioritize efforts and multi- task.
- Excellent time management with an ability to complete tasks in a timely manner.
- Ability to analyze and revise operating practices when needed to improve efficiency.
- Handle confidential and complex information of a sensitive nature requiring considerable discretion.
- Patient and professional when interacting with the public, courteous and diplomatic in the exchange of information and present a positive image of the Village in a variety of circumstances.