

**CITY OF GRAND LEDGE
Job Description**

**SECRETARY – FRONT COUNTER
PART TIME**

Supervised by: Assistant City Administrator
Supervises: No supervisory responsibility

General Summary:

Under direct supervision of the Assistant City Administrator, and with direction from the City Administrator, City Treasurer / Finance Director, City Clerk and Deputy Treasurer, provides administrative and clerical support for administrative, clerk and treasury functions. Performs a variety of clerical, technical and financial duties relating to the conduct of elections, voter registration, cemetery records, general records, taxes and accounts receivable. This position requires a significant amount of public interaction.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Receives, screens and directs phone calls, assists walk-in customers and provides basic information upon request. Processes incoming and outgoing mail. Processes payments from customers. Maintains office supply inventory.
2. Assists the City Administrator, City Clerk, City Treasurer / Finance Director, Assistant City Administrator and Deputy Treasurer with processing paperwork and reports, typing, correspondence, data entry and other clerical support functions. Performs research and generates reports.
3. Assists with payments for cemetery lot purchases, grave openings, marker foundations, etc., and provides necessary documentation to Department of Public Service and lot owners. Assists with updating cemetery files as necessary.
4. Assists with the election process by preparing and managing records, and performs data entry necessary for voter registration, elections, absentee ballots and ordering supplies.
5. Prepare and proofread a variety of documents including general correspondence, memos, and reports.
6. Assists in maintaining files and records for both automated and manual systems. Performs miscellaneous clerical tasks as in copying, metering mail, filing, mail sorting and delivery

7. May be assigned to prepare meeting notices and prepare meeting minutes.
8. May be assigned to prepare agenda packets, legal advertisements, mailing lists, and correspondence.
9. May be assigned various responsibilities and tasks in conjunction with other department needs.
10. Performs other related duties and assignments as requested.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. Educational requirements include a high school diploma or the equivalent, supplemented by additional education or training in office management, records management, secretarial sciences, municipal clerk or related field. An Associate's degree is preferred.
2. Experience requirements include three or more years in an office setting, preferably in administrative support, customer service, office management, or related position.
3. Ability to effectively communicate and exercise a high degree of diplomacy in dealing with the public, including contentious or confrontational situations.
4. Thorough knowledge of the principals and procedures of professional office management and customer service.
5. Skill in accurately compiling and evaluating data, and preparing clear and accurate reports.
6. Skill in maintaining complex record keeping and records management systems.
7. Skill in the use of office equipment and technology, including computers and related software, and the ability to type, enter data and perform mathematical computations with speed and accuracy.
8. Ability to maintain a high attention to detail and follow multi-step processes.
9. Ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with the public, employees, and elected officials.
10. A valid Michigan driver's license is required.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 must regularly communicate with others in person and on the phone. The employee frequently is required to operate office equipment and technology, file and retrieve written documents, attend meetings, and assist at the front counter. The employee must frequently lift and/or move items of light weights up to 25 lbs.

While performing the duties of this job, the employee regularly works in an office setting where the noise level is quiet to moderate.