

CITY OF GOSHEN, INDIANA

POSITION DESCRIPTION

Department: Board of Works/Utilities

Position: Receptionist/Office Assistant III

Status: 40 Hours

FLSA Status: Non-exempt (Hourly)

Date of Announcement: April 13, 2018

Application Deadline: Until position is filled

Under supervision of Mayor's Administrative Assistant. This position supports the Mayor's Office and the Clerk-Treasurer's Office regularly and other departments as needed.

Essential Duties and Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Answers incoming phone calls; routes calls to appropriate individual; takes and delivers messages.
- Provides information and assistance to callers.
- Provides customer service, greets visitors and directs them to the appropriate department.
- Types, copies, files, and prepares various mailings for Mayor's office and Clerk-Treasurer's office.
- Transfer Board of Works and Council minutes into record books and index same.
- Provides assistance to multiple departments and co-workers.
- Execute one-time projects for various City/Utility departments as requested.
- Attend job related training and educational sessions upon request.
- Prepare weekly meeting agendas.
- Schedule inspections for building inspectors.
- Record cemetery information in final formats.
- Record NIPSCO invoices and prepare corresponding claims.
- Search Internet for answers to inquiries and to shop for and order goods.
- Open building at the beginning of the day and secure building at the end of the work day.
- Performs other related essential duties as required.

Minimum Training and Experience Required:

- High school diploma or equivalent and two to three years relevant work experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Special Requirements:

- Computer and customer service related experience.
- Bilingual (Spanish) preferred.
- Government experience preferred.

Minimum Physical and Mental Abilities and Clerical Skills:

- Ability to operate a variety of automated office machines including typewriter, calculator, copier, computer, telephone switchboard system, fax, etc.
- Ability to exert physical effort in sedentary to light work.
- Ability to lift and carry objects weighing up to 40 pounds.
- Ability to engage in prolonged visual concentration while working at the computer.

- Ability to maintain confidentiality of restricted information.
- Ability to work under stressful situations.
- Ability to balance priorities within and between offices.
- Ability to meet deadlines.
- Ability to add, subtract, multiply, divide, calculate decimals and percentages and merge data.
- Strong skills in Microsoft Office – specifically Word, Excel, PowerPoint, Publisher and Outlook (emailing and calendaring).
- Proofread grammar, punctuation and word usage using common corrections marks.
- Ability to prepare job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

Language Ability and Interpersonal Communication:

- Ability to comprehend and correctly use a variety of informational documents including billing invoices, payroll vouchers, cash receipts, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including user guides, Ordinance Books, etc.
- Ability to communicate effectively with customers, supervisor, other department supervisors, co-workers, City personnel and the general public (verbally and in writing).
- Ability to use and interpret computer and accounting terminology and language.
- Ability to use independent judgment, common sense, and principles of rational systems in the performance of tasks.
- Ability to maintain personal composure and tactfully handle difficult situations and interpret questions and respond immediately to crisis situations.
- Ability to advise and interpret the application of policies, procedures and standards to specific situations; ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.

Environmental Adaptability: Ability to work effectively in an office environment.

Rate of Pay: Starting Pay - \$15.42
Grade 5 as designated by current salary ordinance.

Work Hours: Monday - Friday, 8:00 a.m. – 5:00 p.m.

Applications available in Human Resources, 204 E. Jefferson St., Goshen, or online at www.goshenindiana.org. Click Job Opportunities.

The City of Goshen provides equal employment opportunities to all employees and applicants for employment. EOE/Drug Free/Smoke Free