

# 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:** August 8, 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](http://www.goshenindiana.org). Click Job Opportunities.

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