



Department: Mayor's Office
Position: Office Assistant III (Administrative Assistant)
Job Category: PAT (Professional, Administrative, Technological)
Status: Permanent, Full-Time
Scheduling: 40 Hours per week
FLSA Status: Covered, Non- Exempt, Hourly
Date of Announcement:
Application Deadline: Until position is filled

The Administrative Assistant is the welcoming face of City Hall and is responsible for managing a wide range of community interactions and requests. This role is essential in supporting the Mayor's Office with administrative tasks, including answering phones, maintaining databases, and directing the public to appropriate departments and City resources. The ideal candidate will excel in an environment with frequent changes, maintain confidentiality, remain calm and professional under pressure, and possess excellent organizational and communication skills.

Essential Duties and Responsibilities:

The following is a list of duties that are normal for the position, but not all-inclusive.

- Greet and welcome all visitors, ensuring a warm and professional reception. Answer questions and direct them to appropriate departments, providing hospitality services.
- Answer, screen, and direct phone calls to the appropriate departments or personnel.
- Maintain a clean and organized reception area, manage incoming and outgoing mail and deliveries.
- Respond to public inquiries with accurate, helpful information in person, via phone, or email.
- Provide bilingual (English/Spanish) support to inquiries.
- Address concerns or issues residents or visitors raise, escalating them to the Director of Administrative Affairs, as necessary.
- Oversee food and beverage procurement, preparation, setup, and cleanup for meetings, events, and daily office operations.
- Maintain the office beverage station, ensuring beverages are available and replenished as needed.
- Coordinate with vendors and caterers for timely delivery and quality of food and beverages for events.
- Set up and clean up after meetings and events, ensuring all hospitality needs are met.
- Assist in preparing reports, presentations, awards, and other documents.
- Provide administrative support for special projects, events, and initiatives, including setup, registration, and hospitality services.
- Maintain accurate records and filing systems, both digital and physical, using Microsoft OneDrive.
- Coordinate travel arrangements and itineraries for staff as needed.
- Manage office tasks, including ordering supplies, maintaining office equipment, and overseeing maintenance, as necessary.
- Ensure an organized inventory of office supplies and handle office/building maintenance tasks as needed.
- Assist with holiday decorating and ensure cleanliness in office spaces.
- Check in all guests and ensure they register in the guest log.
- Monitor and maintain security protocols at the front desk, and report and follow up on any security concerns or incidents.
- Maintain an extensive database of contacts for the Mayor's office.
- Organize and maintain digital and paper filing systems, adhering to current record-keeping

guidelines.

- Handle confidential information with discretion, in line with City policies and procedures.
- Perform additional duties as assigned by the Director of Administrative Affairs, Mayor, or Deputy Mayor.

Minimum Training and Experience Required:

- A high school diploma or equivalent is required; certification or an Associate's degree or equivalent experience in business administration, public administration, or a related field is preferred.
- At least two years of administrative or office management experience, preferably in a governmental or non-profit setting.
- Proficiency in Microsoft Office 365, email marketing platforms, and multi-user phone systems.

Special Requirements:

- Availability to attend evening and weekend meetings or special events.
- Valid driver's license and access to reliable transportation.

Supervisor Responsibilities:

- Not applicable

Minimum Physical and Mental Abilities Required:

- Ability to exercise discretion and good judgment when handling confidential information.
- Ability to exert physical effort in sedentary to light work, involving routine stooping, kneeling, crouching, and reaching. Must be able to stand or sit for long periods and lift forty (40) pounds.
- Precision, accuracy, and strong attention to detail in data entry, advanced word processing, document formatting and preparation.
- Ability to prioritize and manage multiple tasks effectively under pressure.
- Must thrive in a fun, fast-paced environment.

Mathematical Ability:

- Ability to add, to subtract, multiply, divide, calculate decimals and percentages, and measure data.

Language Ability and Interpersonal Communication:

- Bilingual (English and Spanish) with excellent written and verbal communication skills preferred.
- Strong interpersonal skills, with the ability to interact professionally with elected officials, City staff, co-workers, and the public.
- Ability to work independently or as part of a team, demonstrating initiative and a proactive approach to problem-solving.
- Team-oriented with excellent interpersonal skills, including strong written, oral, and listening abilities.
- Strong work ethic with adaptability to changing circumstances, a positive attitude toward change, and a sense of humor.

Environmental Adaptability:

- Work is routinely performed in an office environment with minimal exposure to adverse conditions.
- Must be able to adapt to a fast-paced and occasionally high-stress environment.

Rate of Pay:

- Hourly Minimum – Midpoint Range: \$18.68 - \$22.37
- Grade 5 as designated by current salary ordinance.

Work Hours:

- Monday - Friday, 8:00 a.m. – 5:00 p.m. (Hours will be required outside of normal workday for meetings and special events facilitated by the Mayor's Office).

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

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