



POSITION DESCRIPTION

Position Title: Administrative Assistant: Village Clerk and Community Relations

Reports to: Village Clerk

FLSA Status: Non-Exempt

Status: Regular Full-Time

Grade: IV

Hours of Work: Primarily regular dayshift office hours.

Statement of Duties

Under the direction of the Village Clerk, this position provides customer service activities related to answering incoming calls, assisting customers who walk into the department, and the filing and processing of official documents, licenses and information requests. Position is responsible for performing a variety of routine and complex clerical and administrative work in keeping official records, providing administrative support to the Village Clerk and Community Relations.

Supervision

Employee works under the general supervision of the Village Clerk. Employee may also work under the direction for certain tasks of the Deputy Village Administrator in coordination with the Village Clerk. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. New or unusual assignments are explained by the supervisor, including suggested work methods. Supervisor reviews work only to an extent sufficient to ensure that completed work and methods used are technically accurate, and that instructions are being followed.

Employee has access to confidential information and client records of the department.

Employee does not exercise any supervisory responsibilities over full-time or part-time employees. Employee may be directed by supervisor to provide direction and support to seasonal employees or interns.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in adverse public relations, a delay or loss of service, monetary loss, and/or legal repercussions.

The position has frequent contact with the public in person and on the phone process licenses, permits, and requests for information. Other contacts are with business owners, residents, other Village departments, and other government agencies to give or receive information and assistance, and coordinate work. These contacts usually occur in person, in writing, and on the phone.

Position Functions

The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.

Primary Essential Functions

1. Oversee Special Event Permitting process, including receipt of permit materials, circulating permit information as needed for input from other departments, seeking follow-up information where necessary, and preparing permit for Village Administrator approval.
2. Assists the Village Clerk with administrative functions, prepares correspondence and reports, updates records and files, and processes licenses, registrations and permits.
3. Assists in preparation of Village Board meeting packets.
4. Supports Community Relations with miscellaneous administrative tasks, including but not limited to copy editing, monitoring social media and event preparation tasks.
5. Answers telephone and responds to inquiries and requests from the public; provides information and assistance to outside agencies as requested.

6. Posts meeting notices; notifies press and works with staff to ensure that all committees and commissions abide by the Open Meetings Act and that all agendas are posted 48 hours prior to the meeting.
7. Assists with processing Freedom of Information Act requests.
8. Assists with Records Retention program. Prepares and submits lists to state for approval, notifies department heads, and coordinates record destruction.
9. Assists with County recordings as needed.
10. Performs other duties as requested or assigned.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a moderately loud office setting with frequent interruptions. Employee is required to stand, walk, sit, talk, listen, and use hands while performing duties. Occasionally, employee may be required to lift objects up to 10 lbs., and seldom lifts up to 30 lbs. Employee is occasionally required to deal with irate individuals. Normal vision is required for the position. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position should have a High School Diploma or equivalent with one to three (1-3) years of increasingly responsible related office experience, or any equivalent combination of related education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Computers and electronic data processing
- Modern office practices and procedures
- Department operations, policies, and procedures

Skill in:

- Communication, customer service and organization
- Use of computer software programs and office applications (such as Word, Excel, Outlook, Adobe Acrobat)
- Grammar and business writing/correspondence
- Interpersonal relations

And ability to:

- Interact with others in a highly effective, customer service-oriented manner
- Establish and maintain courteous and effective working relationships with co-workers, public officials, residents, contractors, developers, architects, and the general public
- Prioritize and perform multiple tasks in a detailed and accurate manner
- Prepare accurate reports and correspondence and maintain accurate files
- Exhibit professional decorum and perform duties with discretion and tact