



City of

NORTH BONNEVILLE

P.O. Box 7

North Bonneville, WA 98639

(509)427-8182

Job Title: Office Assistant

Hourly Wage: \$19 - \$25/hourly DOE, Overtime eligible, Union Represented

Part time, 20 hours per week

Responsible To: Chief Administrative Officer (CAO)

Summary:

***This Job Description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent may be required to perform job-related responsibilities and tasks other than those stated in this job description. Certain functions are understood to be essential; these include, but are not limited to, attendance, working a full shift, and dealing with others and working under stress.

This position provides customer service including in-person, over the phone and online. This position will work under the close supervision of an immediate supervisor. Work performed is routine to moderately complex and requires some independent judgement and interpretation of policies, procedures, and codes.

Essential Functions:

- Provides customer service through various methods to include in-person, over the phone, and online.
- Answers telephones, screens and directs calls, greets visitors, and refers incoming inquiries to appropriate resources or staff.
- Provides information about City services to internal and external customers.
- Receives payments, makes correct change, and provides receipts either manually or through municipal software.
- Administers and tracks accounts receivable. Assists with processing accounts receivable for the CAO's office as needed.
- Purchases and distributes general office supplies and equipment.
- Enters, logs, files, and retrieves data manually and electronically.
- Processes, distributes, and responds to mail and correspondence if necessary.
- Maintains various city files and records. Ensuring forms and information are up to date.
- Prepares and posts public meeting notices. Arranges legal advertisements and files notices.



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- Scans, files, and maintains official documents in accordance with the Washington State Records Retention Schedule. Assists with records management.
- Willingness to learn multiple jobs and provides office coverage for the Deputy Clerk in their absence, vacations, and time off.
- Perform other duties as required.

Knowledge, Skills, Abilities and Competencies:

- Proficiency in office software and equipment and the ability to manage multiple tasks under pressure. Independently sets goals, objectives and priorities and efficiently manages time. Follows through to ensure timely completion of tasks.
- Intermediate knowledge of Microsoft Office programs, including Word and Excel.
- Communication and customer service skills including listening, clarifying information, responding appropriately, and writing in a clear and concise manner.
- Knowledge and use of grammatical conventions including, but not limited to spelling, punctuation, and sentence structure.
- Strong attention to detail, accuracy, and proof-reading skills.
- Ability to research and compile information from multiple sources.
- Knowledge of Municipal Water Sewer Billing Systems and BARS accounting, or ability to learn with training.
- Ability to provide basic information about the City's codes, geography of the City, and features.
- Proficiency with basic mathematical skills to collect money, make change, record transactions and receipts both manually and through municipal software.
- Skill and ability to maintain sensitive and confidential data.
- Accepts personal responsibility and is self-motivated; has strong organizational and time management skills; completes work in a timely, consistent manner.
- Demonstrates regular and punctual attendance; arrives prepared for work and is committed to doing the best job possible.
- Follows through on commitments and consistently meets deadlines.
- Ability to ensure integrity, impartiality, and professionalism in all dealings.
- Works effectively in a team environment with other employees in a professional manner.
- Capable of cross-training and performing office coverage duties.



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Experience/Education:

We will consider any equivalent combination of education and experience that provides the necessary qualifications to successfully perform the duties of the position.

- High School Diploma or GED
- 1 year of experience in an office, customer service, or call center setting.

Physical Requirements:

Work is performed in a standard office setting and requires extensive computer work, concentration and sitting. Exposure to hazards is limited to those commonly found in office environments. Primary work environment entails serving the public in person and over the telephone. Work is subject to frequent demands, deadlines and shifting priorities.