

City of St. Helens

Job Title: Front Office Specialist
Department: Administration
FLSA Status: Non-Exempt
Union: Yes - AFSCME
Created: November 15, 2017

GENERAL PURPOSE

Performs routine clerical, administrative, and data processing tasks.

SUPERVISION RECEIVED

Works under the general supervision of the City Administrator.

SUPERVISION EXERCISED

None.

JOB DUTIES AND RESPONSIBILITIES

- Greet customers in a friendly manner and assist in directing their needs to the correct department and/or individual.
- Receive and direct incoming phone calls from the general public to the correct department and/or individual.
- Process park reservation forms including accepting payment and ensuring form completeness.
- Complete weekly supply ordering for City departments and ensure correct payment codes and processing, including checking supply levels for office supplies and purchasing when there are needs.
- Provide event assistance during City Hall hours which may include answering general inquires and directing the general public where needed for more information when approached at City Hall.
- Perform general cash and credit receipting through the City's financial system including processing payments and drawer balancing daily.
- Perform daily errands and mail processing for the City including picking up and dropping off mail at the post office and additional City locations like the Library as well as opening and distributing general city mail.
- Process Animal Facility Licensing.
- Respond to general City docks service inquires which include explaining limitations stipulated by municipal code.
- Process a variety of permits including drop box permits, watershed access permits, special use permits, and OLCC permits and renewals.
- Process public records requests including performing intake of forms over the counter/email/mail, collecting any payment (if necessary), and working collaboratively with other departments and staff to gather the requested information.
- Process business licenses including maintaining records, sending yearly renewals, processing payments, creating reports and updating forms.
- Process and distribute comment card notifications to Council and departments.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

- Graduation from a high school or GED equivalent.
- 2+ years of experience in general office practices such as typing, data processing, and customer service.

DESIRED QUALIFICATIONS

- Working knowledge of computers and electronic data processing; working with modern office practices and programs such as Microsoft Word and Excel.
- Experience in operating computers, 10-key calculator, phone, fax, and copy machine.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to communicate effectively verbally and in writing.
- Ability to establish successful working relationships.
- Ability to work under pressure and/or frequent interruptions.
- Ability to work with angry and/or difficult customers.

SPECIAL REQUIREMENTS

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises but may be a little loud depending on the day.

EMPLOYEE ACKNOWLEDGEMENT

The duties listed above are intended only as illustrations 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 the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the **Front Office Specialist** job description. I understand that it is my responsibility to adhere to the guidelines of the expectations, hours of work and essential duties outlined within this job description.

Employee Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____