



Job Title: Office Assistant
Department: Multiple
Reports To: Department Supervisor
Salary Range: \$15.23 - \$21.33, DOE

Job Status: Regular, Full-Time	FLSA Status: Non-Exempt	Town Status: Classified
Origination Date: 04/2010	Revision Date: 06/2019; 11/2020; 07/2021, 8/25/21	

JOB SUMMARY

This position provides first-line customer service, composing routine correspondence, filing, faxing, scanning, copying, distributing mail, monitoring, and ordering office supplies; as well as reviewing invoices, data entry, and other duties as assigned. Requires knowledge of basic clerical functions, computer skills, data and document processing, and customer service principles.

ESSENTIAL FUNCTIONS

- Provides first-line customer service to internal and external customers, greets, receives, screens and refers visitors and customers and operates a multi-line telephone; assists customers at a public counter and/or by telephone; provides general information; responds to routine-to-moderately difficult inquiries, requests or complaints from customers and the public; refers complex inquiries, requests or complaints to appropriate staff.
- Functions as the department cashier. Collects deposits from other departments. Records deposits and other cash receipts into MUNIS, the accounting ERP.
- Assists with purchase card reconciliations.
- Takes inventory of department assets.
- Assists in the design and organization of basic workflow procedures.
- Prepares outgoing mail, including packages and receives and sorts incoming mail.
- Maintains stock levels and ordering supplies and equipment, sends and receives faxes, and makes and collates copies.
- Maintains department copy machine with required toner and provides primary assistance with copier jams.
- Performs administrative and clerical duties, such as typing and transcribing correspondence, composing letters, maintaining, and scanning records and files, performs duties related to special assignments/projects, and researching information to assist the department.
- Attends and assists with meetings as necessary [potentially during off-business hours].
- Assist with preparing marketing materials.
- Assist with reservations and registrations.
- Performs other duties as assigned.
- Performs all work duties and activities in accordance with department and/or Town policies and procedures.
- The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities are subject to change as the needs of the Town and requirements of the position change.
- Incumbents will be expected to have the ability and capability, with or without accommodations, to perform these Essential Functions and other functions and tasks as required and/or directed.



KNOWLEDGE, SKILLS & ABILITIES

- Ability to use a copy machine, fax machine, general office supplies, computer, scanner, printer, calculator, telephone, postage meter, vehicle, Microsoft Office software, and internet.
- Ability to learn how to use other software applications.
- Ability to follow written and oral instructions.
- Ability to communicate effectively and establish and maintain effective working relationships with council members, the public, and other employees.
- Ability to exert light physical effort including, but not limited to, lifting, carrying, pushing and/or pulling, etc. of objects and materials of lightweight (generally 25 pounds and less). Tasks may involve extended periods of time in a seated position and at a keyboard or workstation.
- Highly organized.
- Knowledge of customer service principles.
- Knowledge of research methods, principles, and procedures.

MINIMUM QUALIFICATIONS

- High School Diploma or General Equivalency Diploma (G.E.D.)

PREFERRED QUALIFICATIONS

- Formal education in administrative or computer skills.
- One year of administrative, secretarial, or clerical experience in a business office.

REQUIREMENTS

- A valid Arizona driver's license is required within ten days of hire.
- Must be able to pass a background investigation.

This job description does not constitute an employment agreement between the Town of Sahuarita and the employee and is subject to change by the Town of Sahuarita as needed.

Management's vision is for all employees to embrace, support, and promote the Town's values, beliefs, and culture, which include but are not limited to the following expected behaviors:

- High ethical standards
- Active participation in teamwork
- Strong safety principles and safety awareness
- Provide outstanding customer service to internal and external customers

THE TOWN OF SAHUARITA IS AN EQUAL OPPORTUNITY EMPLOYER. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE TOWN WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFIED INDIVIDUALS WITH DISABILITIES AND ENCOURAGES BOTH PROSPECTIVE AND CURRENT EMPLOYEES TO DISCUSS POTENTIAL ACCOMMODATIONS WITH A MEMBER OF THE HUMAN RESOURCES DEPARTMENT