

## CITY OF LATHRUP VILLAGE JOB DESCRIPTION

### ADMINISTRATIVE ASSISTANT – CUSTOMER SERVICE

**Supervised By:** Assistant City Administrator/Treasurer  
**Supervises:** No supervisory responsibility  
**Classification:** Full-Time  
**Compensation:** \$18 - \$21/hour DOQ

**Position Summary:**

Under the supervision of the Assistant City Administrator/Treasurer, performs a variety of duties. Attends to customers at the front counter, collects payments, and assists with other financial activities.

**Essential Job Functions:**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Provides highest standards of customer service while attending to the counter and phones.
2. Receives and posts payments made to the City, and maintains accurate accounting of all funds received. These include: water bills, property tax payments, permits, dog licenses, building & park rentals.
3. Balances cash drawer and utility service accounts, and prepares funds for deposit.
4. Responds to standard and complex inquiries and provides general information to citizens regarding City operations, policies and procedures. Resolves routine issues independently and refers more complex situations to the appropriate party.
5. Enters information into the BS&A software system. Assist Building Department with processing of permits and scheduling of inspections.
6. Processing and distributing daily mail.
7. See, Click Fix – online system for citizens to request services. Monitor requests to confirm they are assigned to appropriate staff. Monitor status for any open items and follow up as necessary.
8. Parks & Facilities Rental Assistance - Provide outstanding, customer-centric service to all those renting our facility or expressing interest in rentals.
  - Enthusiastically answering questions about rentals in-person, over the phone and via email
  - As a main point of contact with residents and non-residents, positively marketing our facilities whenever possible
  - Patiently and compassionately explaining rental rules, if asked about them
  - Guiding renters through the rental paperwork process from application to return of security deposit, including reminder phone calls
  - Promptly returning voicemails related to rental inquiries
  - Directing complex questions, issues or complaints to appropriate staff

9. Rental Records - Keep clear, thorough and accurate records of rentals and financial transactions. Including, but not limited to:
  - Updating written calendars and Outlook calendars with rental bookings
  - Collecting rental paperwork and maintaining them in a simple filing system
  - Accurately processing rental payments and recording them
  - Accurately issuing return of security deposit
  - Post information on rental setups in a timely manner
  - Communicate any special requests/unusual circumstances to Parks & Rec Coordinator
  - Communicate any rental-related building issues to Parks & Rec Coordinator
10. Demonstrate outstanding teamwork and interpersonal communication with Parks & Rec staff and building rental contractors
  - a. Post information on rental setups in a timely manner
  - b. Communicate any special requests/unusual circumstances to Parks & Rec Coordinator
  - c. Communicate any rental-related building issues to Parks & Rec Coordinator
11. Updating Special Assessment list for overdue water bills. Notifying residents of outstanding water payments being applied to Special Assessment List.
12. Enters data, creates and maintains spreadsheets, and prepares standard and special reports. Prepares and composes forms, correspondence, reports, memos, receipts, vouchers, and other similar documents.
13. Serves as a back-up to other City functions as operational needs demand.
14. Keeps abreast of new administrative techniques and current issues through continued education and professional growth. Attends workshops and seminars.
15. Performs other related work as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

*The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.*

- An associate's degree or equivalent in business administration, public administration, or related field is required.
- Previous municipal experience highly preferred.
- State of Michigan Vehicle Operator's License, a satisfactory driving records, and the ability to maintain one throughout employment.
- Excellent customer service skills, including responding diplomatically to customer and internal questions and complaints.
- Strong knowledge of City services, organizational structure, and general municipal operations to effectively direct and assist the public.

- Knowledge of the laws, ordinances, related legislation, and professional principles and procedures pertaining to community and economic development.
- Skill in maintaining and updating accurate records, preparing reports, and evaluating complex information.
- Skill in the use of office equipment and technology, including computers, specialized financial systems, and other related software, and the ability to master new technologies.
- Ability to type, enter data, and complete mathematical computations with speed and accuracy.
- Ability to gather data, conduct research, and prepare accurate records and reports.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, the media, and the public.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.
- Ability to attend meetings and events outside of normal business hours and travel to other locations.

**Physical Requirements and Work Environment:**

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

An employee in this position regularly works in an office setting with a controlled climate where they sit and work on a computer for extended periods of time, communicate by telephone, email or in person, and move around the office or travel to other locations. The noise level in the work environment is usually quiet. City adheres to MIOSHA workplace safety standards, including daily screening, mandatory face coverings, and social distancing.

While performing the duties of this job, the employee is occasionally required to travel to locations within the City and work outside the office at various events and community activities. The employee may be required to exert moderate physical activity setting up and tearing down for events and lifting moderate to heavy items and/or equipment. The employee may be required to traverse uneven ground, stand, walk, stoop, kneel, crouch, or crawl, and encounter fumes, dust, chemicals or other hazardous materials and equipment. The employee is occasionally exposed to adverse weather conditions, loud noises, or moving mechanical parts. The noise level in the work environment is usually quiet, and may be loud in field situations.

**COVID-19 considerations:**

Masks are required in shared workspaces and public spaces within the building, negative Covid test required before starting, daily symptom screening, all building visitors asked to maintain social distancing and sign in for contact tracing.

COMPLETE & SUBMIT [APPLICATION FORM](#). By January 8, 2021 at 4:00pm.