

CHARTER TOWNSHIP OF MILFORD JOB DESCRIPTION

Office Assistant

Supervised By: Township Clerk, Township Treasurer
Supervises: No supervisory responsibility

Position Summary:

Under the supervision of the Township Clerk and Treasurer, performs a wide range of administrative and clerical tasks related to various Township operations and services. Attends to the front counter, assists customers, and provides support to other Township functions as assigned.

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. Serves as primary customer service contact at the front counter and by phone. Provides general internal and external customer service and responds to inquiries related to a wide range of Township operations. Ensures more complex customer service issues and complaints are directed to the appropriate department and personnel.
2. Attends to the counter and phones, receives and posts payments made to the Township, issues various permits, and provides general information to citizens regarding Township operations, policies, and procedures. Types, copies, enters data, and completes other projects as assigned. Sorts and distributes mail, files, prepares mailings, and performs other related tasks.
3. Assists in elections activities held in the Township in accordance with Federal, State, and local laws. Processes voter registrations, assists in the maintenance of voter registration files, registers new voters, records changes in address, and performs other related duties. Assists in the training of election workers.
4. Assists in issuing municipal and other regulatory licenses and permits, including burn permits, solicitor permits, and other related licenses in accordance with Township ordinances and other regulations.
5. Creates, updates, and maintains invitation lists for special events. Plans decorations, follows up with event location, gathers email contacts, and updates records for future use.
6. Ensures organization of office files, storage rooms, and general office areas. Organizes storage room, stores and disposes of files according to retention and disposal guidelines, keeps visitor lounge and employee lounge area clean and organized, and otherwise ensures the office is clean and tidy.
7. Assists the Building Department and Cemetery records. Reviews and updates records and files, makes copies and file labels, and responds to general inquiries.
8. Assists in the preparation and distribution of meeting packets for the Zoning Board of Appeals and Planning Commission, including updating the website with information.

9. Prepares standard and advanced correspondence, documents, forms, and reports. Compiles data and research, prepares reports, and completes special projects as assigned.
10. Assists in keeping an Inventory of office supplies and placing orders as necessary, according to established purchasing procedures.
11. Remains cross-trained to provide back-up coverage and assistance for a full range of office operations including general clerical and secretarial support.
12. Performs 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. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.

- High school diploma or equivalent is required.
- Previous experience in an administrative support role is preferred.
- State of Michigan Vehicle Operator's License, a satisfactory driving records, and the ability to maintain one throughout employment.
- Knowledge of Township services, organizational structure, and general operations to effectively direct and assist the public.
- Knowledge of general office operations and administrative and clerical procedures and practices.
- Excellent customer service skills, including responding diplomatically to customer questions and complaints.
- Skill in maintaining and updating records and documents, compiling and evaluating data and information, and preparing clear and accurate reports.
- Skill in the use of office equipment and technology, including computers, related software, and election equipment, and the ability to master new technologies.
- Skill in typing with speed and accuracy.
- Ability to gather data and prepare accurate and timely records, reports, notices, memos and letters.
- Ability to multi-task, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.
- 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, Township officials, professional contacts, the media, and the public.

Physical Demands and Work Environment:

The physical demands and work environment characteristics 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 essential functions.

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email or in person, and move around the office to travel to other locations. The employee must occasionally lift and/or move items of light to medium weight. The noise level in the work environment is usually quiet.

During elections, the employee is required to work extended hours, travel between polling sites, set up and tear down election equipment, and must lift and/or move items of moderate to heavy weight. The noise level in the work environment is usually quiet to moderate.