

# Full job description

Come work at a place where you have a direct impact on the quality of life for London residents, business owners and visitors alike!

The City of London is seeking an experienced administrative professional to provide support to the city's Administration department. This Administrative Assistant/Office Manager position is a highly visible and primary point of contact for residents, employees, and others who have business with the city. The newcomer in this position will be responsible for performing a variety of specialized, technical, and administrative duties.

This is not an entry-level position; the ideal candidate will have at least two (2) years of increasingly responsible administrative experience, including at least one (1) year of experience performing administrative support for an administrator, division director/manager, a commission, council, or special group with extensive public contact.

The ideal candidate will have the ability to work effectively with minimal supervision and to appropriately handle confidential information. Being skilled at managing frequent interruptions during daily work with a pleasant and customer-focused demeanor is also required. This position requires the successful candidate to be dependable, punctual, and on-site.

***\*\*Please note that a cover letter and resume must be attached to your on-line application for your application to be considered complete. You cannot add these items to your application after you have submitted it. If you experience technical difficulties while filling out your application please call our office at (740) 852-3243 and we will do our best to assist you.\*\****

This position is open until filled with a first review date of September 29, 2023.

## **SALARY:**

\$38,554-61,651/annual, depending on qualifications.

## **GENERAL PURPOSE:**

Under the direction of the Safety-Service Director or designee, newcomer in this position is responsible for performing a variety of technical and administrative duties in support of the Administration Department by coordinating, implementing, and maintaining office procedures and filing systems, preparing reports and correspondence, coordinating communication with other departments, outside agencies and the public, maintaining website/social media records and implementing special projects.

Work is characterized by administrative and technical support to the various divisions within the city requiring in-depth understanding of the city and its functions. Duties and responsibilities generally include, but are not limited to, processing purchase orders, monitoring division financial records, preparing, and distributing meeting notices, agendas, and minutes.

Work is performed under limited supervision. The supervisor sets the overall objectives and resources available. The assistant and supervisor work together to develop the deadlines, projects, and work to be completed. The assistant is responsible for the work, plans and carries out the

assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. The assistant keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Serve as administrative assistant to the Mayor, Safety-Service Director who maintains confidential information, and the departments supervised by the Mayor and Safety-Service Director; maintains the Mayor and Safety-Service Director's appointment schedules; provides necessary documentation; prepares correspondence and forms; completes Legal Notices for all Administrative and Safety-Service Departments; ensures operation of all office and communication equipment; maintains office supplies; maintains filing and retrieval systems and processes; may sign on behalf of the executive; takes meeting minutes; prepares a variety of forms, letters, memoranda, and reports; compiles monthly and annual reports from each department; assists with the formulation of capital and operating budgets; collect monies received for the payment of fees.

Welcome guests and staff; receives telephone calls and directs to proper contact; provides general information to public using current forms of media; performs various public relations duties; researches and responds to inquiries and requests.

Process mail and e-mail including the Administration Department email box; open, sort, route and distribute incoming and outgoing mail; maintain discretion and confidentiality with the mail and e-mail information; denote important sections of mail for the attention of the Mayor or Safety-Service Director; prepare preliminary responses to correspondence for approval; determine action to be taken; implement action as authorized.

Update content on the Cities website and social media posts.

Attend meetings, seminars, conferences, and training as appropriate, maintain a current understanding of City and department functions and programs; participate as a representative of the department on a variety of committees.

Maintains required licensure and certification, if any.

Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

#### **KNOWLEDGE OF:**

- Applicable local, state, and federal laws, codes, regulations, and ordinances
- Organizational structure, policies, procedures, objectives, functions, and activities of municipal government
- Record keeping techniques.
- Basic principles and practices of governmental budgeting, accounting, and purchasing, including preparation, monitoring, transferring, and reporting.
- Marketing/Communication skills a plus!

#### **SKILLED IN:**

- Effective use of interpersonal skills including tact, patience, and courtesy
- Performing research and analysis
- Use of oral and written communication skills
- Correct usage of English grammar, spelling, punctuation, and vocabulary as it pertains to the job.
- Proper use of telephone etiquette and techniques to properly assist a diverse assortment of inquiries and people.
- Effective use of modern office practices, procedures, and equipment including personal computers and related software such as word processing software and its graphic related functions, and spreadsheet programs

**ABILITY TO:**

- Provide difficult, complex, and confidential administrative assistance to the Mayor, Safety-Service Director, and others as necessary.
- Assemble diverse and complex data/material and independently compose, proofread, and edit reports and general and complex business correspondence.
- Understand and work within scope of authority to work independently with minimal supervision.
- Exercise independent judgment and work confidentially with discretion
- Assemble, prepare, monitor, and maintain department budget and accounting, as required.
- Maintain a variety of complex filing systems and records.
- Plan and organize work to meet schedules and timelines.
- Establish and maintain cooperative and effective working relationships with others.
- Read, comprehend, and explain rules, regulations, policies, and procedures.
- Type at an acceptable rate of speed
- Speak and effectively present information and respond to questions from small groups of volunteers, public groups, or employees.
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

**LICENSES AND OTHER REQUIREMENTS:**

- Must have the ability to obtain or be licensed as a Notary Public: must be bondable.

**MACHINES, TOOLS, AND EQUIPMENT USED:**

Typical business office machinery and equipment including, but not limited to, personal computers, including MS Excel, MS Word, MS Publisher, printers, multi-line telephone, fax machine, copy machine, and calculator.

**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 regularly required to sit for extended periods of time. The employee frequently is required to type on keyboard for extended periods of time; reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 50 pounds with

or without assistance. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

**WORKING CONDITIONS:**

Work is performed in an indoor office environment subjected to multiple interruptions by walk-in citizens, employees, telephone calls and interoffice activities. While performing the duties of this job, the employee frequently encounters elected officials, City management, employees, and the public. Because of the nature of the work, the assistant may be required to deal with difficult and/or irate individuals, requiring the effective use of conflict management skills. The assistant is required to maintain professional composure and demonstrate diplomacy, tact, patience, and courtesy at all times. The assistant may be required to work flexible work schedules including evenings, weekends, and varying schedules to accommodate various meetings and the workflow of the position. The noise level in the work environment is usually moderate.

The City of London is an Equal Opportunity Employer.