BOROUGH OF KUTZTOWN
POSITION DESCRIPTION

POSITION TITLE: OFFICE ASSISTANT/FULL-TIME
COMMUNITY DEVELOPMENT DEPARTMENT

REPORTS TO

Borough Manager ultimately Director of Office of Community Development or person assigned by the aforementioned personnel.

PURPOSE OF THE POSITION:

The primary purpose of this position is to be the receptionist and assist in the daily functions and routines of the Office of Community Development, including a variety of clerical, data entry and customer service.

This position may include, from time to time, running errands, assisting in special events or projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assist in office operations, developing and maintaining office forms and input data to standard office and department forms.

2. Assist the Department with administrative tasks involving customer service, including, but not limited to, building permits, planning and zoning inquiries, downtown and economic development inquiries and rental housing.

3. Perform routine clerical and administrative work in answering phones, receiving the public and providing customer assistance.

4. Receive, stamp and distribute incoming mail, process outgoing mail and deliver mail to the United States Post Office.

5. Typing and editing a variety of correspondence, reports and memoranda.

6. Perform record keeping tasks, such as establishing and maintaining filing systems and assist in the preparation of a variety of reports and records.

7. Operate a vehicle to run errands.

8. Monitor telephones, answer and screen all incoming calls, gather all necessary information and provide information as necessary.

9. Operate listed office machines as required.

10. Dispatch information to service personnel in the field, as needed.

11. Enter data into the computer and generate a variety of management system reports.
12. Perform other work-related duties as assigned.

TO DO THIS TYPE OF WORK, YOU MUST BE ABLE TO:

Meet the following criteria: physical demands, environmental conditions, language skills, fundamental basics and relations to data, people and techniques, and educational, vocational preparation, and/or experience requirements that may be needed to perform successfully the tasks described within this position description.

1. Insure compliance of work rules, regulations, practices, policies and procedures.

2. Be able to communicate effectively with staff, co-workers and with the public.

3. Operate personal computers and have general knowledge of Microsoft Office products, word processing, spreadsheet, database and other PC-based applications.

4. Operate other office equipment, such as peripheral computer equipment, mail processing machine, adding machine, typewriter, telephone, fax machine and photocopier.

5. Possess general knowledge of and experience with PC applications and operating systems, such as Windows and Microsoft Office applications, including but not limited to Word, Outlook, and Excel, etc.

6. Organize work, develop effective work methods and maintain harmonious working relationships.

7. Perform moderate arithmetic calculations involving adding and subtracting of whole numbers, fractions and decimals; and multiplying and dividing by whole numbers or decimal multipliers and divisors.

PHYSICAL DEMANDS:

The following demands are representative of the physical requirements necessary to perform the various duties and responsibilities of this position.

1. Work is performed predominantly in an office setting with occasional outdoor assignments as required. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

2. The employee is required to walk, sit, stand, talk and hear.

3. The employee must occasionally lift and/or move up to 15 pounds.

4. Specific vision abilities required include close and distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
5. The employee must be able and willing to work irregular and/or extra hours, as required.

6. The employee must speak in a clearly audible voice.

**ENVIRONMENTAL CONDITIONS:**

The work environment characteristics described here are representative of the conditions an employee encounters while performing the essential functions of this job.

1. The noise level in this environment is usually quiet.

**LANGUAGE SKILLS:**

1. Must be able to communicate well with others, read instructions, and be able to signal people to convey or exchange information.

2. Must have thorough knowledge of English grammar, spelling and punctuation and must be able to write sentences, complete forms and reports.

3. Must be able to conduct phone and face-to-face communications.

4. Must be able to prepare written correspondence.

**FUNDAMENTAL BASICS AND RELATIONSHIPS TO DATA, PEOPLE AND TECHNIQUES:**

**Data:** Must be able to follow instructions, policies and procedures; keep accurate time and records; perform fundamental accounting and mathematical functions; and be accountable and responsible for own work.

**People:** Must be able to work independently and with co-workers, develop good working relationships with fellow employees, be courteous and show respect to the public, and work in a safe and cooperative manner so as to protect him/herself, co-workers, and the general public.

**Techniques:** Good judgment required in selecting and using appropriate office equipment, hand tools, objects, materials, stands and lifting techniques, and general work practices. Will be exposed to and work with electrical-mechanical machines. Reasonable typing skills needed to the extent of correspondence, document preparation, and computer keyboard operation.

**TOTAL EDUCATION, VOCATIONAL PREPARATION, AND/OR EXPERIENCE REQUIREMENTS:**

1. A minimum high school diploma/G.E.D. or equivalent academic and/or vocational certification and not less than one year of applicable credited and/or proven experience relating to this position.
2. Working knowledge of Microsoft Office PC applications preferred, knowledge of office procedures and records management. Must be able to read, write, speak and understand the English language.

3. Must possess ability, desire and willingness to continue to learn through on-the-job training, and to attend training courses that are held at locations away from the Borough offices.

SPECIAL REQUIREMENTS:

A valid Pennsylvania Driver's License.

During consideration for advancement, the employee may be required to pass a written, oral and/or practical exam. If the employee fails to pass the examination, he or she may be reassigned to another Borough position or held in the current classification until successful completion of all requirements. Failure to comply with above-mentioned qualifications after a two-year period may result in the employee's termination.

The duties and responsibilities listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of work-related duties and responsibilities does not preclude them.

This position is a bargaining unit position. The position 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.