



**CITY OF HICKMAN, NEBRASKA
JOB DESCRIPTION**

115 Locust Street / P.O. Box 127
Hickman, Ne 68372-0127
Phone: 402.792.2212
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Job Title: Office Assistant

Department: Administration

Reports To: City Administrator/Clerk, Mayor and City Council

FLSA Status: Non-Exempt, Non-Volunteer, Full Time

Date: June 2021

Job Summary

Office Assistant shall assist in the operation of the City Office through efficient performance of administrative functions requiring a high level of confidentiality, sound judgment and skilled business practices. Greets and directs all visitors to the City Office. Performs intermediate technical level of administrative work assisting city staff with administrative tasks, economic development projects and related work as required.

Knowledge, Abilities and Skills

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Routine office organizational procedures, standard clerical techniques.
- Input and retrieval functions utilizing a variety of computer software programs as well as utilizing word processing, spreadsheets and databases.
- Proper front desk, telephone and e-mail etiquette.
- Handling money and basic record keeping procedures.

Ability to:

- Communicate effectively both verbally and in writing and utilize proper telephone etiquette.
- Utilize the English language, proper grammar, spelling and punctuation.
- Demonstrate effective listening and communication skills to ensure customer understanding.
- Provide the general public, professional staff, governmental agencies and City Officials a high level of friendly, comprehensive, accurate and efficient customer service for requests and inquiries while maintaining a positive and effective working relationship.

Ability to: (continued)

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.

- Understand and follow both oral and written instructions.
- Plan and organize a personal work schedule, set priorities, and perform job duties efficiently while managing frequent interruptions.
- Learn city policies and apply when dealing with inquiries from the general public and/or other co-workers.
- Learn the methods and techniques used in the review process for a variety of applications submitted to the various departments.
- Apply sound judgment in making decisions.
- Maintain the confidentiality of appropriate communications, documents, transactions and critical information.
- Utilize a variety of computer programs and applications, software, word processing and spreadsheets necessary to perform the functions of the job.
- Perform accurate mathematical calculations such as addition, subtraction, multiplication and division, using a calculator, ten-key adding machine or manually.
- Prepare and maintain departmental records, reports and correspondence pertaining to the functions of the city.
- Post numerical data accurately.
- Type accurately using a personal computer.
- Operate standard office equipment.

Skill in:

- Office organization of records, supplies, and filing systems (paper and electronic).
- Utilizing computers and various software applications (Microsoft Office, Adobe Acrobat, Utility Billing Software-Power Manager).
- Operating and maintenance knowledge of all office equipment (ie: postage machine, copy/scanning/fax machine, folding machine, paper shredder)
- Verbal and written communication with ability to communicate effectively while maintaining tact and professionalism.
- Establishing and maintaining effective working relationships with the public, other employees, other governmental agencies, and municipal officials.

Essential Job Functions

- Opening and closing the City Office Monday through Friday.
- Greeting, directing and providing customer service to all visitors, telephone calls and e-mails.
- Provide general information as it pertains to City activities, record information or refer them to the appropriate staff member or agency as necessary.
- Maintain records, process applications and receipt of payments for Utility Accounts, Dog Licenses, ATV/Golf Car Registrations.
- Checkout and maintain records of keys for City Brush Pile Facility.
- Establishes and maintains positive public relations with the general public.
- Receiving payments, writing receipts, completes daily cash transaction reconciliation reports and preparation of daily bank deposits with accurate and efficient payment processing and submitting all monetary transactions to the Deputy Clerk.
- Requests special meter readings or read verifications when needed.
- Assists new utility customers with application process and performs all utility billing tasks in the absence of the Utility Clerk.

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- Providing and assisting citizens with City permit forms and applications.
- Prepares and delivers general office mailings, including monthly utility bills, for USPS general and bulk mailing.
- Ordering and maintaining adequate office supplies within City's operating budget and organization of office supply inventory.
- Miscellaneous data entry, paper filing and electronic filing of City documents in accordance with records retention schedules.
- Modifications to, or creation of, City forms.
- Organizing and fundraising for community events such as the City Fireworks Display Show, annual cleanup day, community-wide garage sales, Trick or Treat on the Trail.
- Scans city records for electronic preservation.
- Responsible for completing assigned errands daily such as making bank deposits, dropping and picking up mail, and delivering various items.
- Perform other duties as required.

Education and Experience

- Minimum of High School Diploma (or equivalent) or higher. Professional communication skills, strong computer skills and quality customer service is required. Office Assistance/Secretarial work experience with strong organizational skills and ability to multi-task is preferred.
- Previous experience working in an office environment.
- Website maintenance and social media experience.
- Must be willing to obtain further education, training, and certifications as deemed appropriate by the employer.
- Valid driver's license.

Wages, Hours and Benefits:

Full Time Employment, 40 hours per week, Monday through Friday, 8:00 am to 5:00 pm. Insurance and retirement package available. Paid Holiday, Vacation, and Sick time off.

Wage \$12.00 to \$20.00 per hour (per ORD2019-01).

Physical Requirements

Seeing and hearing: read documents, computer screen, answer phones, communicate in person	up to 75-100% per day
Standing and walking	up to 0-24% per day
Sitting	up to 50-74% per day
Climbing, stooping, squatting and kneeling	up to 0-24% per day
Dexterity: utilizing phone, typing, and writing	up to 75-100% per day
Lift in excess of 10 pounds	up to 0-24% per day

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