

**City of  
ST. FRANCIS**

**POSITION PROFILE**

**Effective Date:** December 2018

**Position Title:** Office Assistant

**Status:** Non-Exempt

**Department:** Administration

**Approved:** \_\_\_\_\_

**Accountable to:** City Administrator

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**Primary Objectives**

Performs semi-skilled administrative support and receptionist work and semi-skilled to skilled building permit work for the City; performs related duties as required.

**Supervision Received**

Works under the general and/or technical supervision of the City Administrator.

**Supervision Exercised**

None.

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**MAJOR AREAS OF ACCOUNTABILITY**

- \* 1. Acts as primary receptionist for City Hall; responds to phone, fax and in-person inquiries; directs calls, takes messages, provides information and assistance or refers to another staff member as appropriate.
- \* 2. Performs administrative support work including: typing letters and memos and council resolutions, scanning, copying, printing, faxing, and retrieving data or documents as needed.
- \*3. Performs data entry, accounting support, billing, and various other clerical duties to the departments of Administration, Community Development, Finance and the City Clerk.
- \* 4. Contacts builders and homeowners when building permits are ready; collects fees, provides receipts; provides a copy of permits to Anoka County and maintains records.
- \*5. Schedules rentals for parks and community center.

- \* 6. Makes copies of surveys and plats and charges according to established criteria. Assists in the collection of fees, fines and other payments due to the City.
- 7. Assists Building Official in day-to-day procedures.
- 8. Schedules rental and vacant home inspections for Building Department.
- \*9. Types minutes for the City Council in absence of Deputy City Clerk. Takes Safety Committee minutes when needed.
- 10. Prepares quarterly report for the State on building permits and valuation by type; and completes monthly building permit forms for the U.S. Census Bureau and McGraw Hill.
- 11. Assists City Staff in updating website, Facebook, and Twitter.
- 12. Gathers information and helps City Staff prepare quarterly newsletter.
- 13. Enters information on electronic sign\_
- 14. Orders or purchases office supplies based on needs and requests from staff.
- 15. Assists with spring clean-up days and other events as needed.
- 16. Performs other duties as needed or assigned.
- 17. Maintains a notary certification.
- 18. Assists with Elections as needed.

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

- \* ➤ Considerable knowledge of standard office procedures, tools, equipment and practices.
- Working knowledge of building permit process.
- Working knowledge of zoning requirements and variance approval process.
- \* ➤ Considerable ability to read, understand and follow policies and procedures.
- \* ➤ Considerable ability to operate standard office equipment, including a personal computer with word processing and spreadsheet software.
- \* ➤ Considerable ability and to detect and correct errors in both written documents and data entry and to maintain accurate records and files.
- \* ➤ Considerable ability to promote and provide excellent customer service, to communicate effectively and tactfully and to maintain effective working relationships with City staff, contacts from outside agencies and the public.
- \* ➤ Considerable ability to organize and prioritize work and to track the progress of building permits, variance requests, developer escrows and late payment of water and sewer bills.

- \* ➤ Considerable ability to respond to questions and requests for information.
- \* ➤ Considerable ability to prepare or generate accurate reports.
- \* ➤ Working ability to read and understand plats, surveys, ordinances and related documents.
- \* ➤ Working ability to perform work that requires bending, crouching, lifting and carrying of files and pushing/pulling to retrieve documents and sitting to perform data entry for long periods of time.

### **MINIMUM QUALIFICATIONS**

Two years of receptionist and general clerical experience involving record keeping, preparation of correspondence and spreadsheets and customer service.

Prefer experience providing clerical support to planners and building inspectors.

\* Note: Asterisk items are essential to the job.