

The part-time clerical role involves a variety of technical, organizational and administrative activities supporting the functions of the Roosevelt Park City Hall Office; which consists of staffing the front receptionist desk of City Hall, assisting residents and visitors, processing payments, answering phones and assisting department heads. Duties may vary according to work assignment.

Essential Functions

Provides clerical support by being the first point of contact with visitors, answering telephones, processing payments, data entry, filing, assisting with elections; and other duties as needed.

Answers Department telephones; greets customers and visitors; provides customer assistance; retrieves requested documents; provides information regarding programs, services and procedures; refers callers or visitors to other staff members as appropriate; and takes messages.

Operates a personal computer, telephones, copiers and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

Performs other related duties as required.

Job Requirements

High School Diploma, or G.E.D supplemented by specialized administrative course work in general office and business practices.

One (1) year of customer service experience.

Must be a U.S. citizen.

Excellent communication, organizational, customer service, computer and grammar skills are required.

Supplemental Information

Work requires the ability to read reports, order requests, and general correspondence.

Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.

Work requires the ability to write reports, work orders, and general correspondence.

Position does not exercise supervision over other employees.

Work involves choices of action within limits set by standard practices and procedures.

Professional judgment is required to apply the proper course of action.

This position involves contact with City Department Heads, City Council Members, Board and Commission Members, employees of surrounding community offices, members of the community and local businesses. Working with various local, state and federal agencies may also be required of the employee. As such, this employee will be a representative of the City of Roosevelt Park and is expected to reflect a positive and professional attitude. This position is essential to the City Hall operations and therefore employee must be reliable and maintain regular attendance.