

Human Resources Department

City of Rexburg



CITY OF
REXBURG
America's Family Community

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Rexburg, ID 83440

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Job Description

Customer Support Services

ADMINISTRATIVE REPRESENTATIVE I (GRADE 4)

GENERAL STATEMENT OF DUTIES

Provide clerical, research and administrative support to the City Clerk's office and assist with projects and activities as needed.

SUPERVISION:

Works under the direct supervision of the City Clerk

CATEGORY AND FLSA STATUS:

Full-time, regular, non-exempt

ESSENTIAL DUTIES:

- Take all payments from customers and city personnel.
- Knowledgeable in the Finance Department's DataNow Software System, to enter information.
- Answer telephones in a thorough and timely manner; interact with numerous vendors, contractors, agencies and citizens; assist with front office counter activities, receive complaints, and explain programs, codes, policies and procedures within scope of authority; provide information of a general or limited technical nature; schedule appointments and meetings.
- Answer e-mails in a thorough and timely manner.
- Post payments to accounts in accordance with City Policies.
- Process Rocky Mountain Power, Intermountain Gas and Century Link payments, using a 3rd party billing systems.
- Coordinate front and back office communications to ensure a team effort to process customer requests.
- Operate a variety of office equipment, including personal computers, terminals, fax machine, copier and calculator; receive, sort, open and distribute mail.
- Assist the Finance Department with creating work orders, receive payments for various accounts, and issue purchase orders to employees.
- Assist all departments by answering questions and helping the public with concerns.
- Prepare and type a variety of correspondence, memos, reports and other materials; maintain confidentiality of information and records.
- Perform all duties of the receptionist.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Customer service, problem-solving.

- Operation of a personal computer and word processing and database software programs necessary to accomplish job duties.
- High School Diploma plus 2 years' college or equivalent experience.
- Dictation and transcribing or equivalent experience.
- Be resourceful in responding to the various needs.
- Work well under pressure with competing deadlines while demonstrating a cooperative behavior with colleagues and supervisors.
- Organize and prioritize work assignments.
- Communicate effectively, both orally and in writing with the public, and maintain effective working relationships with those contacted in the performance of duties, including other employees.
- Work as a team member to promote a positive work environment.
- Type 45 wpm. (Take the Job Service Typing Test and submit it with application).

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES

- High School Diploma or GED equivalency; plus 2 years' college or equivalent experience.
- Two (2) years administrative support experience; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.
- Valid driver's license.

WORK ENVIRONMENT

This position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain. Periodic walking, standing, stooping, sitting, reaching, required in normal course of performing essential duties. Talking, hearing and seeing essential to effective performance of the job. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, objective thinking and creative problem solving.

Approval Signatures:

Department Head

Date

HR Director

Date

Mayor

Date