

**OFFICE ASSISTANT  
CITY OF SOLVANG  
JOB DESCRIPTION**

This is not an individualized job description. It defines the general character and scope of responsibilities. It is not intended to describe and does not necessarily list every duty for a given position.

**DEFINITION**

Under the supervision of Management Analyst, performs a variety of administrative support functions related to the activities and operations of the City. This job class performs a broad range of administrative tasks and secretarial support. This job class requires extensive staff, public and organizational contact requiring the accurate interpretation of departmental policies, procedures, standards and requirements. This position is responsible for the business certificate program. The position performs basic accounting transactional duties accepting and booking various payments. The position also provides general information, information on recreation programs. This position is in direct contact with the City's constituents and plays a vital role in serving the public and creating a positive impression of the City of Solvang.

**LICENSE REQUIRED**

Possession of a valid California driver's license.

**ESSENTIAL DUTIES**

**Customer Service**

- Serves as the primary contact with the public for the City of Solvang. Provides general information and assists the general public, City staff, and outside groups and agencies.
- Performs receptionist functions including answering the phone, scheduling meetings and facilities, and responding to general inquiries.
- Screens and routes telephone calls and responds to inquiries from the public by providing information and/or referring questions to the appropriate person.
- Accepts applications for new utility services at the front counter and disconnections and prepares appropriate work orders.
- Serves as a back-up for parks and other City facilities reservations.

**Administrative**

- Performs a variety of secretarial and administrative duties in support of the City operations and staff, including but not limited to, mailing, faxing, scanning, filing or photocopying various correspondences as assigned.
- Receives, opens, sorts and distributes incoming mail. Processes outgoing mail and operates a postage meter.
- Assembles and distributes a variety of documents/materials.
- Establishes and maintains a wide variety of records and files related to department operations and activities.
- Acts as an information source regarding department policies, procedures, standards and requirements.
- Provides information where independent judgment, knowledge and interpretations are utilized.
- Inventories and orders department office and kitchen supplies on a regular basis.
- Operates office equipment such as a fax machine, typewriter, copier, computer, telephone,

and radio communication equipment.

- Utilizes various administrative and financial function software on daily basis.
- Maintains, files, and organizes various administrative electronic documents databases.
- Responsible for the maintenance of the copiers and fax machines and operates a variety of standard office equipment.
- Assists the City Clerk with preparation of Council packets, agendas, and other materials as needed.
- Performs other related duties as assigned.

### **Business Certificates**

- Processes business certificate applications and renewals including verifying completeness of application, amount of the fee, obtaining approvals, entering information into the database and issuing certificates.
- Works closely with the Planning Department to review and verify business information prior to issuing certificates.
- Prepares and mails business certificate renewals and delinquency notices in a timely manner. Follows up to ensure payment and compliance with City code.
- Responds to general inquiries regarding business certificates, codes, and business activities.
- Researches business certificate records to identify businesses known to operate in the City which may be operating without a certificate.
- Runs reports in the financial system to review and reconcile data and business information.

### **Cashiering**

- Serves as cashier for the City of Solvang utility bill and business certificate payments at the front counter serving walk-in customers.
- Responsible for collecting all payments at the drop box on a daily basis and submitting the payment to Utility Billing Clerk for processing.
- Responsible for accurate and exact recording, collection, and balancing of all payments, including cash, checks, and credit cards, on a daily basis.
- Prepares daily batches for deposit.
- Ensures all payments are credited to the correct account.
- Responsible for maintaining the petty cash drawer, including tracking all receipts and keeping the drawer balanced at all times.
- Maintains strict security and accountability over all funds.

### **MINIMUM REQUIREMENTS**

- High School Diploma or GED.
- One year of experience as an administrative assistant/receptionist.
- Ability to utilize various administrative and financial software programs.
- Proficient in Microsoft (Word, Excel, and Power Point)
- Proficient in Adobe Acrobat.
- Knowledge of standard office administrative and secretarial practices and procedures including operation of common office equipment.
- Experience with organizing and maintaining records and various files.
- Excellent written and verbal communication skills.
- Demonstrated experience composing letters, memos and reports.
- Ability to use initiative and independent judgement within established guidelines.
- Ability to use tact and discretion in developing and maintaining effective working relationships.

- Demonstrated experience using the internet, word processing and spreadsheet software to prepare correspondence, reports, charts, and graphs.
- Experience with making change and operating a cash register/computer terminal.
- Knowledge of basic cash handling and business math principles.
- Must successfully pass both a background and credit check.
- Demonstrated ability providing excellent customer service in a challenging environment.
- Demonstrated ability to work independently, deal with frequent interruptions, handle high transaction volume, prioritize, meet deadlines, and work with speed and accuracy.

**PREFERRED REQUIREMENTS**

- Experience working in a small office setting.
- Experience using a financial system for data entry, cashiering, and reporting.

**PHYSICAL DEMANDS**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL REQUIREMENTS**

**Strength:** Light-exert force to 20 pounds occasionally, or 10 pounds frequently, or negligible force constantly. May involve significant standing, walking, pushing and/or pulling. Frequent fingering, typing. Occasional to frequent standing; occasional walking, sitting, bending, stooping, pushing, pulling, handling, gripping, grasping, twisting at the waist, reaching at, above and below shoulder level, extending neck upward, downward and side to side, climbing stairs. On rare occasion, climbing ladders, crouching, kneeling.

**Vision:** Visual acuity which could be corrected sufficiently to perform the essential functions of the position; average depth perception needed.

**Hearing:** Effectively hear/comprehend oral instructions and communication.

**Communication:** Effectively communicate orally with members of the public.

**ENVIRONMENTAL CONDITIONS**

Constantly works indoors; daily required to go outdoors to retrieve payments; Constant use of computer; Works both alone and with others; on rare occasion drives a motor vehicle; occasionally exposed to dust.

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date