

**CITY OF RINGGOLD, GEORGIA
JOB DESCRIPTION
ADMINISTRATION DEPARTMENT**

JOB TITLE: Administrative Assistant

REPORTS TO: City Manager

GENERAL STATEMENT OF JOB:

This is a full-time position performing work in the Administration Department, who reports directly to the City Manager. The main purpose of this position is customer service.

MINIMUM TRAINING REQUIRMENTS:

High School Diploma or GED required with two years of experience in general office and secretarial work or related area; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.

MINIMUM QUALIFICATIONS REQUIRES:

- The ability to communicate effectively/professionally with public and co-workers.
- The ability to coordinate hands and eyes in using automated office equipment.
- To be physically able to operate a variety of office equipment, such as a typewriter, computer, printer, fax machine, copier, telephone, transcriber, etc.
- To be able to use body members to work, move or carry objects or materials.
- To be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds frequently
- To be able to lift and/or carry weights of twenty pounds: physical demand requirements are at levels of those for sedentary work
- The ability of speaking or signaling to people to convey or exchange information
- The ability to read a variety of informational documentation, directions, instructions, methods, and procedures.
- The ability to acquire knowledge of topics related to primary occupation
- The ability to record and deliver information, to explain procedures, to follow verbal and written instructions
- The ability to deal with people beyond giving and receiving instructions.
- To be adaptable to performing under moderate stress when confronted with an emergency.
- Proficient in Microsoft Word and Excel.

JOB FUNCTIONS:

 **General Customer Service:**

- Answer multi-line phone, assist caller as needed and transfer to any necessary party.
- Assist customers and other departments with inquiries both in person and via phone.
- Accept and process applications, deposits and rental fees for various City venues and City events.

Water -

- Post utility payments as received via mail, phone and in person.
- Accept and process applications for new water service.
- Daily and monthly reconciliation of monies received and preparing daily deposits.
- Assist customers with utility questions to include usage questions, terminations, and general water issues.
- Check drop box morning and lunch for payments.
- Prepare monthly Cash Receipting

City Tax –

- Accept and process applications for new businesses.
- Process annual insurance tax
- Mail end-of-year renewal licenses
- Post payments for new and renewed various taxes
- Prepare and mail new certificates.
- Prepare delinquent list, mail notices, and follow through with businesses in delinquent status.
- Process payments from GMA as necessary.

Police -

- Enter citation and report payments.
- Answer the police line and direct as necessary.
- Assist public with obtaining accident/incident reports.
- Maintain confidentiality in all City and Police related matters.

General Duties -

- Issue purchase orders to other departments through Microsoft Teams.
- Open and close City Hall as scheduled.
- Process requests for Brush and Junk removal through Microsoft Teams
- Keep refrigerator stocked with water and sodas.
- Distribute mail to various departments.
- Create work orders on Iworqs program.
- Assist Code Enforcement Officer with sign permits and alcohol permits
- Process Hotel and Alcohol taxes and follow through with procedures.
- Process Anderson Cemetery Baxter Addition Fund Contributions and follow through with procedure.
- Process any miscellaneous payments as needed.
- Assist other departments as needed.
- Track, order and maintain supplies as needed.
- Maintain confidentiality in City related matters.