

**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 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 talk and hear
- 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

JOB FUNCTIONS:

 **General Customer Service:**

- Answer phone
- Answer customer inquires
- Assist with questions from walk-in customers

- Take applications, deposits and rental fees for Depot and Patriot Hall
- Take applications for Little General Park Ringgold Pavilion, keep schedule of events, make a sign, enter reservation in Access
- Take applications for Memorial Flags and post payments
- Post Anderson Cemetery Baxter Addition Fund Contributions
- Give Directions

Water -

- Post water payments
- Take applications for new water service, post payment and issue work orders
- Balance money drawer and run reports daily
- Take change of address, termination, name change, and give to the appropriate person
- Answer simple water billing questions, otherwise send to Utility Biller
- Check drop box morning and lunch for payments
- Prepare monthly Cash Receipting

Occupational Tax & Regulatory Tax – new and renewal

- Take applications for new businesses
- End-of-Year billing
- Mail end-of-year renewal licenses
- Post payments to computer
- Prepare and mail new certificates
- Prepare delinquent list
- Mail delinquent notices
- Post payments form GMA
- Run reports as needed
- Answer inquiries

Supplies -

- Track supplies
- Order supplies
- Store supplies
- Enter supplies in/out Excel spreadsheet

Police -

- Take payments and enter in computer
- Answer police line and send to dispatch or take message
- Release copies of Accident and Incident reports
- Enter tickets – computer
- Answer general court questions
- Assist in Court as requested

General Duties -

- Issue purchase orders

- Open and close building as scheduled
- Take junk and brush pick-up requests and make a copy of list for Public Works on Wednesday and Thursday
- Keep refrigerator stocked with water and sodas
- Mark projects – as assigned
- Distribute mail
- Create work orders on Iworqs
- Assist Code Enforcement Officer with sign permits and alcohol permits
- Post Hotel and Alcohol taxes, give copies to Finance
- Post Anderson Cemetery Baxter Addition Fund Contributions, give copies to Finance
- Post miscellaneous payments per Finance
- Take applications, deposits and rental fees for Depot and Patriot Hall
- Take applications for Little General Park Ringgold Pavilion
- Take applications for Memorial Flags and post payments
- Other duties as requested.

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