



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Administrative Assistant

Department: Town Clerk
Pay Grade: 3
FLSA Status: Non-Exempt

JOB SUMMARY

The purpose of this classification is to provide customer service to the citizens of the Town of Hilliard under the general supervision and direction of the Town Clerk. The Administrative Assistant is entrusted with numerous and diverse duties. In addition to the required duties performed, the Administrative Assistant provides assistance and support to the Town Clerk participating in discussion and decision making in a variety of areas relating to job duties and responsibilities. A person must be able to work independently with minimal supervision.

ESSENTIAL JOB FUNCTIONS:

Customer Service:

- Provide customer service.
- Address citizen complaints.
- First/Second to answer phone calls and greet customers in a timely and accurate manner, offering assistance to customers.
- Direct complaints, correspondence, and inquiries for action to various departments at the Town Clerk's request.
- Perform liaison work between the Town Council, Town Clerk, and public as may be directed.

Administrative:

- Prepare service orders upon request or necessity in the system and final in system upon completion.
- Assist with employee applications and background checks.
- Provide Notary Services after one year of employment.
- Research and furnish data to the public in accordance with the Public Records Laws.
- Conduct business with other municipalities, state and federal agencies as directed by the Town Clerk.
- Under the guidance of the Town Clerk, develops standard operating procedures and department policies.

- Monitors and stays current with technology and practices related to the Town Clerk's Office functions.
- Assist with special projects assigned by the Town Clerk to achieve the Town's long- and short-term goals.
- Ensure that all official Town documents are maintained in an accurate system for cross-file of Town Council actions.
- Always proof and edit all work for accuracy.
- Maintain department files for use by self and others in department.
- Prepare or follow up on requests from the Town Clerk.
- Prepare or follow up on requests from the Mayor & Town Council Members.
- Prepare or follow up on requests from the Public Works Director.
- Prepare or follow up on requests from the Parks & Recreation Director.

Utility System:

- Assist with maintaining the AMI System for utility billing. Daily checking for red flags on account and assisting with any issues that need to be resolved.
- Transfer customer accounts when customers move from one location to another.
- Close out customer accounts and process final bill in monthly billing or refund to accounts payable.
- Prepare and maintain all utility accounts and reports.
- Process billing adjustments upon review and signed approval from the Town Clerk.
- Assess late charges monthly and prepare and maintain late charge reports.
- Print and prepare late notices then prepare for mailing through the stuffer machine and send/take to post office the next morning.
- Assess the second late charge monthly and prepare and maintain a second late charge report.
- Prepare cut off list monthly for delinquent accounts and oversee services restored with payment.
- Prepare service orders upon request or necessity and upon completion input final information or outcome into customers' account.
- Reverse return checks on customer accounts upon receipt and send customer notice of return item.
- Collect and process bad debt and nonsufficient fund checks in accordance with the Utility Code Chapter 58.
- Set up new customer account information and apply new deposits to customer account.
- Promote bank draft to customers and set up all new bank draft customers.
- Assist "Help Agencies" with paying customer utility accounts and maintain payment records.
- Maintain a copy of the meter change out list with serial numbers, account number and readings on each meter and review for accuracy.
- Upon final billing on customer accounts maintain spreadsheet by fiscal year to verify if final payment is made, if final payment is not made, make every attempt possible to collect on outstanding balance (send collection letter, phone call and/or email advising customer of outstanding balance). The spreadsheet should contain all collection activity including date of balance and if paid date paid. Receive approval from Town Clerk prior to submitting for legal action.
- Follow the Utility Code Section 58 of the Hilliard Town Code regarding deceased accounts. Notify in writing 30 days following deceased notice that they have 90-days to comply.

- Follow the Utility Code Section 58 of the Hilliard Town Code regarding the transferring of delinquent customer balances to new accounts.
- Keep up to date records and knowledge of all utility fees.
- Track commercial hydrant usage & follow up with customers/contractors to ensure that deposit is received, usage is billed, and deposit is refunded if applicable.

Cash Collection:

- Input utility payments, building permits, business tax receipts and miscellaneous receipts daily and maintain cash drawer for balancing and accuracy.
- Check and apply payments from payment drop box daily.
- Assist customers with office, phone, and online credit card payments.
- Maintain revenue files with copies of checks and receipt and/or wire transfer remittance advice. Balance to general ledger quarterly.
- Prepare cash drawer, phones, drive through window and business door for open and close of business daily.
- Maintain cash drawer daily and print daily close report at 5pm daily for daily deposit at 9am next business day. On the first and second penalty dates for daily deposit made that same day at 5pm.
- Maintain and switch out external hard drive back up every Friday.

Miscellaneous Duties:

- Assist in coordination of special events/projects.
- Update and keep current with upcoming Town Meetings and ~~Special Events~~ on the Town of Hilliard advertisement board at the front entrance to the Council Chambers.
- Update and keep current with upcoming Town Meeting Agendas in the Council Chambers, and in the business office entry area (TV).
- Maintain and update customer literature and information in the lobby.
- Oversee office equipment maintenance and troubleshoot equipment problems as needed.
- Order and maintain office supplies and equipment as needed or requested. Stocking and distributing all items ordered to the appropriate location.
- Prepare and maintain monthly fuel tax reports, filing and submittals.
- Ability to take on additional municipal duties as required.

Other Duties and Responsibilities:

- Provide backup to other staff members as needed.
- Provide backup with Business Tax Receipts as needed.
- Provide backup to Accounts Payable as needed.
- Provide backup to the Building Department as needed.
- Perform computer operation activities for other departments.

These examples are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. The job description is subject to change as the needs of the employer and the requirements of the job change.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- High school diploma or equivalent.
- Associate degree in business preferred.
- Two (2) years' experience in the public sector or related field.
- Or any equivalent combination of education, training, and experience which provides

the requisite knowledge, skills, and abilities for this job.

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

- Valid State of Florida Driver’s License

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of computer data entry systems and word processing applications; Windows OS, Microsoft Office Suite, or other related programs deemed necessary.
- Knowledge of Florida Statutes.
- Knowledge of basic arithmetic operations.
- Skill in dealing with community groups and individuals.
- Skill in starting, stopping, operating, and monitoring the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.
- Skills in verbal and written communication.
- Ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions.
- Ability to work independently with minimal supervision.
- Ability to deal courteously with the general public; establish and maintain effective relationships with employees, supervisors, administrators, and other Town personnel.
- Ability to organize and accomplish work responsibilities and tasks.

PHYSICAL DEMANDS:

Work consists of sedentary work, which requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Tasks may involve extended periods of sitting, including time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT:

Work is performed in a normal office environment. Essential functions are regularly performed without exposure to adverse environmental conditions.

CONDITIONS OF EMPLOYMENT:

Offer of employment is contingent upon the following: an interview of references and previous employers; satisfactory results of a background investigation and/or medical examination or inquiry, including a drug screen test.

The Town of Hilliard has the right to revise this position description at any time and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

The Town of Hilliard, Florida commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The Town's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.