



**CITY OF PHOENIX
JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT**

Department:	Administration
Reports To:	Finance and Human Resources Director
FLSA Status:	Non-exempt
Union Status:	Represented
Last Updated:	July 15, 2020

GENERAL DESCRIPTION: To coordinate and perform a wide variety of responsible and complex administrative support duties for the City. Incumbents are responsible for performing Utility Billing Clerk duties including data entry, new account origination, service request coordination, and cash handling. Additional duties include customer service, accounts payable and receivable posting, payroll processing, and other routine accounting activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities are not to be construed as all-inclusive. The essential duties will include other responsibilities as assigned and required.

ADMINISTRATIVE SUPPORT:

1. Processes accounts receivable and accounts payable including accounting records management in an accurate and timely manner.
2. Accurately and efficiently processes cash transactions and receipts daily revenue, including: business license and franchise fees; certain city services fees; certain taxes; state shared revenue; and other revenue collected.
3. Provides courteous and professional customer service to internal and external customers during telephone contact and face-to-face interaction and responds appropriately to written correspondence.
4. Performs office filing for accounts payable, including tasks such as: keeping file folders current by preparing new folders as needed; providing a logical index system for easier retrieval; archiving files; and determining retention dates based on Archives Division/OAR schedule.
5. Provides backup for other office positions in order to provide coverage for absences.
6. Processes payroll for approval and assists as needed.
7. Prepares postings to the City's website.
8. Prepares deposit slips, counts cash, reconciles daily banking activity reports, and prepares daily bank deposit.
9. Performs drop off and receipt of mail and makes bank deposits.
10. Processes payments received from Southern Oregon Credit for traffic citations, including processing suspension paperwork with the DMV for closed docket.

UTILITY BILLING CLERK:

1. Processes all utility billing information and utility billing cash receipts on a daily basis.
2. Monitors customer accounts and processes new service orders and service terminations.
3. Notifies Public Works Department of delinquent utility billing accounts and assists in preparing shut-off notices.
4. Maintains customer data; collects and posts payments, adjustments, etc.
5. Answers inquiries about new service and initiates work orders for new services and meter installation.

NECESSARY KNOWLEDGE, SKILLS & ABILITIES

To successfully perform this job, one must possess the following:

1. **Knowledge** of modern office practices and procedures, English grammar, spelling, vocabulary, punctuation, and business letter writing.
2. **Ability** to work independently, make basic mathematical computations accurately, work on multiple projects at the same time, exercise good judgment, communicate effectively both verbally and in written form, interpret and apply administrative and departmental policies and procedures, anticipate customer needs and give high priority to customer service and satisfaction, develop alternative solutions and recommendations in support of stated goals, work with staff, and accept direction on employee-related improvements.
3. **Skills** necessary to effectively perform the duties and responsibilities of the position, including: excellent communication skills; advanced computer skills including data entry, spreadsheet, word processing, and database applications; and excellent attention to detail.

JOB QUALIFICATIONS:

Job education and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience which ensure the ability to perform the work will be considered.

Education: High school diploma with coursework in administrative functions.

Prior Experience: Three years of related experience and/or training, including front line customer service. Bilingual proficiency in Spanish desired.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, walk, reach, bend, kneel, stoop, twist, crouch, crawl, climb, balance, see, talk, hear, smell, and manipulate objects. Manual dexterity and coordination are required for more than half of the daily work period, which is spent either sitting while operating office equipment such as computers, keyboards, 10-key, telephones, and other standard office equipment or driving to meeting locations. The position requires a degree of mobility and moving materials weighing up to 5 lbs. frequently, up to 10 lbs. occasionally, and up to 40 pounds infrequently. This position requires both verbal and written communication abilities.

WORKING CONDITIONS:

While performing the duties of this position, the employee is generally working indoors in an office environment. The office setting does not expose the employee to hazardous conditions. The noise level in the office environment is usually moderate and lighting is adequate.

ACCOMMODATIONS:

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the

job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.