

CITY OF LINDSTROM -----POSITION CLASSIFICATION

POSITION TITLE: ADMINISTRATIVE OFFICE INTERN

DEPARTMENT: ADMINISTRATION

ACCOUNTABLE TO: Deputy Clerk Administrative Assistant

Last updated: March, 2019

Primary Objective of Position

The Administrative Office Intern's primary responsibility is to serve as the receptionist and switchboard operator for the city and to assist the city administration staff in the performance of general clerical duties listed below.

Major Areas of Responsibility/Accountability

The duties and responsibilities of the Office Assistant shall be:

General Clerical Duties

1. Greets citizens at city hall, helping them or directing them to the appropriate staff person to handle their request.
2. Answers the main city phone line, helping the caller, and/or transferring calls to the appropriate department. If Police call, contact or find appropriate person in LAPD
3. Animal Licensing – processes dog and cat license applications.
4. Process postage for mail.
5. Assist with mailing notices and making copies.
6. Filing paperwork.
7. Process and code payments for driver's manuals, permits, donations, Karl Oskar Days, Veteran's Memorials, and other items.
8. Assist in recording Fire Runs and compost site log sheets.

Community Center & Park Rentals

1. Makes reservations for Community Center & Park rentals including computing, processing, and coding rental fees.
2. Review condition of center after each rental prior to return of damage deposit

Building Permits and Planning requests

1. Receives forms and passes them to appropriate staff.
2. Record permits and process associated fees, including escrow.
3. File and distribute permits appropriately.

Water and Sewer Backup Duties

1. Assists in the process of mailing meter cards and bills.
2. Processes checks for water and sewer payments.
3. Assists with preparation of meter cards

Other Duties as apparent or assigned

1. Answers requests for PID, Legal, Flood and Zoning information.
2. Process misc. checks for deposits.
3. Assist with special projects, as needed.

Required Knowledge, Skills and Abilities

- Community relations, the ability to deal with the public in an informed, pleasant and professional manner.
- The ability to express oneself, clearly and concisely, with tact, diplomacy and good judgment.

Qualifications

- Knowledge of office systems: computer, copier, phones, calculator, fax.

Expectations

To treat every visitor with respect, tact, diplomacy and good judgment

To act professionally toward fellow staff without grumbling, complaining or gossiping

To perform duties with care and precision; avoiding errors and mistakes

To take risks and try new processes to better provide services to our residents

To remember our purpose to deliver quality services to our residents

To go beyond the expectations of our job description in order to support the entire City Staff