

Job Description: Part-Time Office Assistant

Department: Administration / Cross-Departmental Support

Reports To: Town Manager / Department Heads

Position Type: Part-Time

Location: Town of Ingalls, Indiana

Schedule: Up to 25 Hours Per Week During Office Hours (Monday – Friday, 8:00 AM – 4:00 PM)

Compensation: \$20.00 Per Hour

Position Summary

The Part-Time Office Assistant serves as a customer service representative for the Town of Ingalls and provides administrative support across multiple departments. This position is responsible for assisting residents in person and over the phone, supporting permitting and utility billing operations, and performing a variety of general office duties to help ensure efficient daily operations.

This position is intended to grow with the needs of the Town and may transition into a full-time position in the future. Full-time benefits would include health insurance, paid holidays, paid time off (PTO), participation in the Indiana Public Retirement System (INPRS), and additional employee benefits.

Essential Duties and Responsibilities

Customer Service & Administrative Support

- Answer incoming phone calls and assist residents, contractors, and visitors.
- Provide front-desk customer service and respond to general inquiries.
- Assist with processing permit applications and scheduling inspections.
- Assist with water utility billing operations, payments, and customer account inquiries.
- Scan, file, and organize physical and digital records.
- Process incoming and outgoing mail.
- Assist with data entry and maintaining departmental records.
- Provide general clerical and administrative support for Town departments.
- Assist staff with special projects and other office-related duties as assigned.

Cross-Departmental Support

- Support the Planning Department with permitting and scheduling inspections.
- Assist the Water Utility Department with general office operations as needed.
- Maintain a professional and welcoming environment for the public.

Qualifications

Minimum Requirements

- High school diploma or GED required.
- Prior experience in customer service, clerical work, utility billing, permitting, or municipal administration preferred.
- Proficiency in Microsoft Office Suite and Google G-Suite.
- Ability to multitask, stay organized, and provide professional customer service.
- Ability to work independently and collaboratively in a team environment.

Skills and Competencies

- Strong interpersonal and communication skills.
- Detail-oriented with strong organizational abilities.
- Ability to handle confidential information professionally.
- Ability to learn proprietary software systems and office procedures.
- Positive attitude and willingness to assist across departments.

Compensation & Future Opportunity

- Hourly Rate: \$20.00 per hour.
- Schedule: Approximately 25 hours per week during regular office hours.
- This position has the potential to transition into a full-time role as the Town continues to grow and operational needs expand.
- Future full-time benefits may include health insurance, paid holidays, PTO, retirement through Indiana Public Retirement System (INPRS), and other employee benefits.

How to Apply

Interested candidates should submit a resume and any relevant experience to:

Neil Stevenson

Town Manager / Planning Director

Town of Ingalls

apply@ingalls.in.gov

The Town of Ingalls is an equal opportunity employer. Applications from candidates of all backgrounds and experience levels are encouraged. This posting will be available June 1st – June 30th, 2026.