

CITY OF LAVA HOT SPRINGS
Job Description

DATE: 02/08/2024

POSITION: Office Assistant

WAGE: 15.00 to 17.00 per hour depending on experience – Full Time, Benefits, Mandatory Health/Vision Insurance and Public Employee Retirement System Participation – Monday through Friday - EOE

HOURS: 8 hours per day with a 30 min. lunch break – Time to be determined

WORK PLACE: Lava City Hall

GENERAL PURPOSE: Performs a variety of complex duties including but not limited to:

- 1) Responsible for utility billing, non-property tax collections, cash receipting, accounts receivable billing and adjustments.
- 2) Handles all duties associated with park pavilion reservations.
- 3) Responsible for recording and transcribing minutes.
- 4) Provides a wide range of office support functions, customer service and working as a team member on monthly and annual tasks as needed.

SUPERVISION RECEIVED: Works under the general supervision of the Mayor and City Clerk.

DUTIE & RESPONSIBILITIES:

- ✓ Provide excellent customer service to citizens and co-workers in person and on the phone,
- ✓ Oversee the receipt of monies daily for utilities, park reservations, non-property taxes, licenses. Permits and other miscellaneous funds – balance funds for bank deposits,
- ✓ Oversee credit and debit card payment postings,
- ✓ Oversee the collection and recording of all utility billing and non-property tax accounts,
- ✓ Update utility and non-property tax account information monthly,
- ✓ Process and check all meter readings monthly,
- ✓ Update, calculate and check all utility service and non-property tax charges monthly,
- ✓ Oversee the preparation and mailing of monthly utility bills and delinquent non-property tax notices,
- ✓ Oversee the collection of bad debts working with a collection agency,
- ✓ Oversee applications for business licenses and animal licenses and create billings and notices for annual renewals
- ✓ Oversee entry and adjustments for accounts receivable including utilities and non-property taxes,
- ✓ Complete work orders as requested by citizens and co-workers,
- ✓ Prepare tourist or relocation information packets as requested,
- ✓ Assist with park pavilion reservations.
- ✓ Assist with monthly shut-offs and work with citizens regarding past due accounts.
- ✓ Assist with the preparation and mailing of monthly utility bills,
- ✓ Assist with set-up for meetings, community events and company parties.
- ✓ Attend city council meetings and transcribe minutes.
- ✓ Maintains confidentiality and security of information and records
- ✓ Assist City Clerk with other duties as assigned.

EDUCATION/EXPERIENCE/MINIMUM QUALIFICATIONS:

- ✓ High school diploma or GED required;
- ✓ Must have a valid State of Idaho driver's license,
- ✓ High degree of communication and human relation skills.
- ✓ Ability to listen to and diffuse controversial or volatile customers,
- ✓ Ability to research and interpret information and provide a clear response to customers.
- ✓ Ability to use knowledge and judgment to handle complicated and/or confidential issues,
- ✓ Advanced computer skills and experience with business software and office machines required.
- ✓ Must be proficient with Microsoft Office Word and Excel spreadsheets and pivot tables.
- ✓ Knowledge of general accounting, clerical and money handling principles.
- ✓ Ability to work independently or as a team member,
- ✓ Ability to attend out of town training,
- ✓ Willingness to learn new skills as needed.
- ✓ Experienced with transcribing minutes and record keeping.
- ✓ One (1) year office and accounting experience preferred.

THE CITY OF LAVA HOT SPRINGS IS AN EQUAL OPPORTUNITY EMPLOYER AND A DRUG FREE WORK PLACE.