JOB DESCRIPTION

Department	Administration
Job Title	Part Time Office Assistant
Classification	Non-Exempt/Hourly
Reports to:	Village Clerk
Pay Grade	**3**

Job Summary

The Part-Time Office Assistant provides front-counter customer service and administrative support at Village Hall. Primary responsibilities include assisting visitors, answering telephone inquiries, processing payments, and helping residents with licenses, permits, and Village services. The position also assists with financial records, municipal court, elections, and public communications as assigned. The role requires accuracy, professionalism, discretion, and strong customer service skills.

Job Duties

Customer Service:

- Greet and assist visitors at Village Hall.
- Answer telephone calls, respond to general inquiries, and direct questions to the appropriate staff.
- Provide information about Village services and assist customers with forms and applications.
- Provide front counter and telephone coverage in coordination with other office staff.

Payment Processing:

- Accept and process payments for property taxes, utility bills, permits, licenses, and court fines.
- Issue receipts, maintain accurate payment records, and balance the cash drawer according to established procedures.
- Refer billing questions, account discrepancies, and requests for adjustments to the appropriate staff.

Municipal Court Support:

- Assist the Deputy Clerk/Treasurer with entering citation information, updating case files, and preparing routine court correspondence.
- Assist with preparing materials for court sessions and distributing notices as directed.
- Maintain confidentiality and refer questions requiring court decisions or interpretation to the Deputy Clerk/Treasurer or Municipal Judge.

Clerk and Election Support:

- Assist the Village Clerk with filing, data entry, correspondence, mailings, and maintaining records.
- Assist with voter registration, absentee ballot mailings, election preparation, and election data entry following required training.
- Assist with preparing and posting public notices and assembling meeting materials as directed.
- Provide backup assistance with license and permit processing as assigned.

Public Communications & Digital Media:

- Digital Updates: Assist in maintaining and updating the official Village website with current notices, documents, and news
- Social Media Management: Draft and post approved updates, community event details, and emergency notifications on the Village Facebook page and other social media channels

Supervision Received
Works under the supervision of the Village Clerk, who coordinates workload and priorities and is responsible for performance evaluations and leave approval. Receives direction from the Village Treasurer and Deputy Clerk/Treasurer on assigned duties within their respective areas of responsibility.

Physical Requirements
The position involves sitting, standing, walking, assisting customers, and using computers and standard office equipment. Duties occasionally require bending, reaching, accessing files and supplies, and lifting or moving items weighing up to 25 pounds. Essential duties must be performed with or without reasonable accommodation.

Requirements – Education, Experience, and Skills
- High school diploma or equivalent required.
- Two years of office, customer service, bookkeeping, or related experience preferred.
- Additional education in accounting, business administration, or a related field preferred.
- Strong customer service skills and the ability to communicate clearly, both orally and in writing.
- Attention to detail and accuracy in processing payments, entering data, and maintaining records.
- Ability to organize work, manage competing tasks, and meet deadlines.
- Ability to handle confidential information with discretion and exercise sound judgment.
- Proficiency with computers, word processing, spreadsheets, email, and standard office equipment.
- Ability to learn and use Village financial, licensing, court, and election software.
- Ability to learn and apply Village policies and procedures.