

TOWN OF TROY

JOB DESCRIPTION

TITLE: Office Support

REPORTS TO: Clerk-Treasurer, April Fredrick

LOCATION: 654 Glover Road, Hudson, WI 54016

POSITION SUMMARY:

The Office Support position assists and serves as the backup to the Office Staff with administrative and clerical duties related to Receptionist, Records Management, Accounts Receivable & Payable, Licensing, and other local government functions. This position is 10 hours per week with hours flexing based on needs. This position is under the supervision of the Clerk-Treasurer.

Key Responsibilities:

- Using excellent customer service skills; establishes and maintains effective working relationships with other employees, officials, and members of the public.
- Assist the public with business pertaining to the Town by answering the phones, assisting customers at the counter, and responding to email inquiries. Processes front counter payments and incoming/outgoing mail.
- Assists gathering information and assembling board packets, agenda posting, and room organization to prepare for meetings.
- Provides information to inquiries from the public, and outside agencies, or refers to an appropriate person or agency.
- Assists the Clerk-Treasurer in finance needs such as entering in bills to pay or sending out invoices using the Workhorse System.
- Assist with the management of Town records, including scanning, indexing, and filing documents according to the Wisconsin municipal general records retention schedule.

Minimum Qualifications:

Minimum qualifications are a minimum of a high school diploma or GED equivalent, Associate's degree or higher in a related field preferred. A minimum of 1-3 years of experience working in an office setting, with payroll processing and/or cash receipting strongly desired. Candidates must be proficient in word processing and spreadsheet systems, accounting software such as Workhorse or similar accounting packages. The Town will consider equivalent combinations of training and experience that provide the necessary knowledge, skills and abilities to be successful in this position.

Wages and Hours

Hourly Rate of Pay will be \$18.25 - \$21.00

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary. From time to time, I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description. I understand that this does not constitute an employment agreement.

Employee Signature

Date

Employee Printed Name

The Town of Troy is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.