

# **City of Mascoutah**

## **JOB DESCRIPTION**

**Title:** Executive Assistant (2)  
**Department:** Administration  
**Reports to:** City Manager  
**Status:** Full-Time  
**Supervision Duties:** N/A

### **QUALIFICATIONS:**

- Knowledge of accepted municipal government principles and practices, business/government correspondence formats and filing/record keeping systems.
- Knowledge of telecommunication policies, procedures, and the ability to perform telecommunication techniques and operate telecommunication equipment.
- Knowledge of administration policies, procedures and practices as necessary to the position.
- Must be proficient in the use of computers and MS Office Suite software, office equipment, related software and department equipment/tools.
- Skilled in Customer service including phone and verbal skills when dealing with employees and the general public.
- Capable of maintaining composure in stressful and high-pressure situations.
- Must possess excellent organizational skills and be able to routinely Multi-task.
- Ability to be objective, make decisions without outside influences.

### **EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent
- Two years related work experience.

### **RESPONSIBILITIES AND DUTIES (other duties may be assigned):**

- Provide administrative support to the City Manager with document preparation, research, communications, projects and other duties as required.
- Assist in receiving and resolving complaints or delegating issues to proper department heads or City Manager for resolution.
- Record and track citizen and other complaints, resolve complaint if able to do so or delegate to proper Department Head or City Manager for resolution.
- Process accounts payable in coordination with Finance Coordinator and City Manager.
- Handle scheduling and reservations for City Manager, Council and other staff as needed.
- Process payroll vendor checks.
- Provide administrative support for City Council agenda formation and packet preparation.
- Assist administration staff with budget document preparation.
- Answer phone calls, emails and other communication for the City Manager's Office.
- Process City mailings to citizens, property owners, businesses, etc.

- Provide support for City phone system monitoring and operation.
- Review and post updates to keep the City's website current.
- Provide significant assistance in planning/conducting City and community events.
- Backup support for scheduling and reservation services for park facilities and other rentals.
- Backup support for parks facility rentals.
- Backup support for pool control and pool pass sales.
- Backup support for Planning, Finance and Parks & Rec. Commissions secretarial duties.
- Backup support for utility billing office and utility billing cashier.
- Backup support for the duties of the City Clerk.

**CERTIFICATES, LICENSES, REGISTRATIONS:** None

**PHYSICAL DEMANDS:**

- Requires ability to routinely climb and reach.
- Requires ability to lift from floor to overhead storage up to twenty-five pounds.
- Requires ability to reach shelving up to eight feet with use of stepladder.
- Requires ability to stretch and move body joints in the process of bending, stooping, kneeling or reaching without assistance from another.
- Ability to sit for long periods of time as well as routinely stand, walk, squat, bend, hear, reach and grasp.

**WORK ENVIRONMENT:**

- Conducts duties primarily in an office environment, which is occasionally stressful.
- Employee is not routinely exposed to any adverse environmental conditions.

This job description purpose is to indicate the types of tasks and difficulty levels needed for this position. It is not intended to state specific duties and responsibilities or to limit the control of a supervisor to assist, direct or assign work of employees under their supervision. This document will not exclude other duties not stated herein.