

CITY OF VALLEY CITY, NORTH DAKOTA
ADMINISTRATIVE ASSISTANT I – PUBLIC WORKS BUSINESS OFFICE
JOB DESCRIPTION

Title: Administrative Assistant I
Department: Public Works
Reports To: Lead Accounting Clerk
Supervisory Position: No

Date: 11/05/2025
Status: Non-exempt
Class Grade: A-12

POSITION OBJECTIVE and PURPOSE:

The Administrative Assistant I is responsible for performing a wide variety of administrative support activities for City Hall, especially the Public Works department. The Administrative Assistant I is the first point of contact at the front desk of the Public Works business office and duties may include: performing a variety of receptionist and secretarial duties; answering phones; filing for customer account files; preparing service orders for utility customers; receiving and recording service complaints; accepting utility payments; preparing cash collection batches for deposit; maintaining informational pamphlets and brochures at front desk; assisting other office personnel with administrative tasks as time allows.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant I is the first level of a two level office support series. The Administrative Assistant I is distinguished from the Public Works Account Specialist by their responsibility for performing a wide variety of non-specialized administrative support activities for the City and/or Public Works Department.

ESSENTIAL DUTIES:

- Performs a variety of duties which include: answering telephones, taking messages, and directing inquiries as needed while providing customer service to answer questions, or alleviate existing problems.
- Prepares work orders for utility customers by: obtaining personal information; determining the size of deposit; securing forwarding address for credit deposit or final billing.
- Answers questions and educates customers on their billing statements.
- Accepts utility payments. Prepares batch for deposit from utility payments. Issues and balances receipts; enters payment amounts into billing system. Balances and inputs landfill deposit.
- Receives and records service complaints and notifies the correct department.
- Inputs computer data for Public Works Department which includes: updating customer information; inputting and posting cash payments and receipts.
- Prepares the information and paperwork required for customer assistance programs (ie. LIHEAP). Inputs payments for the assistance programs.
- Plans and coordinates the annual awards banquet.
- Assists other office personnel with administrative tasks as time allows.
- Performs other duties as assigned of a similar nature or level.

EDUCATION and EXPERIENCE:

- High School Diploma or GED, one year of data processing experience, one year of customer service experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

MINIMUM QUALIFICATIONS:

- Experience with computer applications such as MS Word, Excel and Access.
- Ability to learn ERP Pro software system.
- Knowledge of customer service techniques and ability to interact with customers.
- Knowledge of basic bookkeeping and accounting principles and techniques.
- Ability to communicate effectively with the public, both orally and in writing.
- Basic mathematical and record keeping abilities.
- Ability to use office equipment such as fax, copier and telephone.
- Ability to file, type and write memos and reports.
- Knowledge of basic research techniques.
- Knowledge of basic data entry and processing techniques.

PHYSICAL REQUIREMENTS:

Position requires sitting, standing, repetitive motions, reaching, walking, fingering, talking, seeing and hearing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Majority of work is sedentary and performed in an office environment.