



Position Title: ADMINISTRATIVE PROFESSIONAL  
Department: Administration  
Status: Non-Exempt  
Position Reports To: Director of Village Services  
Date Approved: September 17, 2013; updated August 20, 2019

### POSITION SUMMARY

Responsible for reception, customer support, daily routine work, general office management, various reports, and assisting other Administration staff whenever required.

### ESSENTIAL FUNCTIONS

1. Greet public; respond to calls and emails; take accurate and complete messages and refer appropriately.
2. Prepare outgoing mail and maintain postal meter. Deliver bank deposits. Post notices throughout Village and prepare affidavits as needed.
3. Receive, receipt, and dispense Village monies. Research questionable checks. Create monthly reports. Process payments to vendors; code and file invoices.
4. Review utility credit applications and approve routine requests within departmental policy. Enter credit terms in system. Monitor agreements and flag for possible noncompliance.
5. Refer zoning and building permit inquiries as appropriate; look up current parcel and zoning information; generate parcel maps from county website.
6. Accept, route, and monitor building permit, well permit and other applications, and issue approved permits. Maintain related databases.
7. Copy and distribute meeting agendas and materials; prepare public notices and post or publish as required. Set up and tear down meeting room.
8. Maintain minutes, ordinance, and resolutions binders. Type approved ordinances in appropriate format.
9. Maintain electronic and manual vendor files, including requests for W-9 and TIN forms.
10. Monitor website for dated material and faulty links; post material; set up web pages as requested.
11. Register voters and issue and secure absentee ballots.
12. Accept and route alcohol and tobacco license applications. Accept and maintain park reservations. Research and issue dog licenses; process affidavits; prepare and send notices to unlicensed dog owners.
13. Create and maintain databases of property owners for street and rezoning projects. Notify Manitowoc County of property owner or parcel information changes.
14. Monitor office and hall supplies and forms inventory; order and restock as necessary.

15. Prepare new employee materials and oath of office forms. Copy, update, and distribute employee handbooks and policies.
16. Research development and ordinance issues as requested and prepare oral and written reports on findings.
17. Prepare flyers, handouts, and other materials for electronic, mail, or meeting distribution or posting. Create and update forms.
18. File electronic and manual records; copy, scan and store information; maintain records database; purge obsolete records.
19. Research and resolve routine issues and flag complex issues for review.
20. Provide clerical support to other departments as directed.

### PERIPHERAL DUTIES

Attend seminars, workshops, and webinars to keep abreast of developments in municipal government.

Work safely and follow safety practices and standards; report and/or correct any existing or potential safety or accident hazards.

### KNOWLEDGE, SKILLS AND ABILITIES

1. Understand and employ modern office and financial management principles and practices.
2. Effectively communicate verbally, visually, and in writing.
3. Read, write, and understand English.
4. Perform mathematical calculations.
5. Proofread and detect errors in records while processing work.
6. Maintain confidentiality of Village matters in areas not subject to public disclosure.
7. Understand, explain to others, and incorporate into research those Village ordinances, resolutions, policies, and procedures; and Federal, State, and County laws, administrative codes, and procedures, which fall within the scope of work.
8. Operate specialized office machines and learn modern computer technologies and software applications.
9. Maintain accurate and complete manual and electronic records and files, and Village website.
10. Prioritize tasks and projects.
11. Effectively manage time and work cooperatively with other employees, agencies, and the public.
12. Research and investigate problems.
13. Identify needs and areas of concern that fall within the scope of work, and notify appropriate party.

This position requires the ability to efficiently absorb and analyze new information, accurately handle money, and operate office equipment with speed and accuracy, including various software products. The employee must be detail-oriented, adaptable, flexible, and a quick learner.

This position description has been prepared to assist in evaluating duties, responsibility and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to

limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities listed and that duties not mentioned that are of similar kind or level of difficulty shall not be excluded.

Reasonable accommodations may be made for otherwise qualified individuals requiring and requesting such accommodations.

### EDUCATION, EXPERIENCE, AND LICENSING

Minimum Required:

- Two (2) year degree in an administrative professional or similar program; or high school diploma or equivalent plus two (2) years of clerical and reception experience working with the general public.
- Computer experience including word processing, spreadsheet, and Internet/email applications; with preference for demonstrated competency in word processing and spreadsheet skills.
- Bondable.
- Valid Wisconsin motor vehicle operator's license and willingness to use own transportation in the course of performing duties.

### EQUIPMENT USED

Employee must be able to operate a motor vehicle and general office and other equipment, including but not limited to: computer and laptop computer with standard suite of office software, printer, calculator, copier/fax/scanner, tape recorder/microphone, and other desktop office supplies, postage meter, multi-line telephone system, portable radio, cellular telephone, paper/compact disk shredder, election machines.

### WORK ENVIRONMENT AND WORKING CONDITIONS

The majority of the workday is spent indoors in a normal office setting with mild noise levels and low-variation temperatures. Working conditions include an equal amount of time sitting, standing, and walking; frequent use of one step to enter/exit vault and a staircase to access/exit basement level of building; lifting, pushing/pulling, or carrying objects up/down stairs that weigh up to twenty (20) pounds sometimes, with a maximum of fifty (50) pounds infrequently required; climbing, stooping, kneeling, crouching, crawling, twisting, or bending are often required; and repetitive hand movements are sometimes required. Audio, visual, and verbal functions are essential to performing this position. There may be occasional overnight travel for training.

**This job description does not constitute an employment agreement between the employer and employee and is subject to change by the Village as the needs of the employer and requirements of the job change.**