

# Administrative Assistant



## Position Description

### Status

Regular Full-Time, Nonexempt

### Reports to

Parks Manager

### Compensation

A13

### Supervises

none

### Bargaining Unit

GELC - General Unit

### Position Category

Generalist

### Summary

Provide administrative assistance to the Parks, Recreation and Tourism department by providing clerical support to staff, managing the online reservation system, processing credit card payments, conduct accounts receivable and payable, perform website maintenance, participate in the production of Tourist Council Marketing Materials, and provide assistance to the Parks Advisory Board and Tourist Council. This position will also provide backup front desk coverage services to the County Service Building and conduct accounts payable and payroll for Facilities Management.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provides administrative support to the service areas, Parks Advisory Board and the Tourist Council. Prepares correspondence, quarterly vouchers and reports as directed. Establishes and maintains files and correspondence. Creates and distributes newsletters, informational signs, and tags with pertinent information from the department.
2. Process all reservations through phone, email, online, and in person and confirm the reservations and payments of each. Conduct weekly arrival reports to determine openings and assist with inquiries as to availability and payments.
3. Record and process payments for season passes and Plat Books as well as daily processing of the Gun Lake watercraft launch entry gate cardkeys and activate and deactivate accordingly.
4. Conduct accounts receivable and payable for all purchases, invoices, vouchers, incoming payments, and monthly statement reconciliation for Parks, Tourism and Facilities Management.
5. Process Payroll Entry for Parks and Facilities Management on a bi- weekly basis and for other departments as needed.
6. Perform website maintenance and update information accordingly by revising text, uploading documents and photos, and posting important dates to the County Calendar.

7. Assist in the advertising and promotion of Allegan County by collecting photos, developing press releases, and updating the tourism racks in County offices and buildings.
8. Greet and assist all visitors to the department and/or front desk, answer incoming phone calls and direct them to the Parks Manager or appropriate department, and ensure the working order of all office equipment. Will perform additional front desk tasks duties as needed.

## **Competencies**

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position does not have direct supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

## **Travel**

Travel is required to access County buildings and employees.

## **Required Education and Experience**

1. High School Diploma or equivalent (G.E.D.).
2. One (1) year of office administration experience.

3. One (1) year of advanced training in Microsoft Office applications.

**Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_