

**PART TIME OFFICE ASSOCIATE
WATER POLLUTION CONTROL CENTER
PUBLIC WORKS/SERVICE DEPARTMENT**

The City of Willoughby is seeking an exceptional individual for the position of Part-Time Office Associate to provide clerical and customer service support in our Public Works/Service division. The position we are seeking to fill is at the Water Pollution Control Center (WPCC). The WPCC is regulated by strict Ohio EPA regulations, with regular reporting. The person in this position would be responsible for the accuracy and timeliness of this reporting; attention to detail is a must.

This is a part time position that will report to the WPCC Superintendent. The office hours are Monday – Friday, 7:30am – 4:00pm. This position will work 30 hours per week during these days and times. The successful candidate must possess a High School diploma or equivalent and ideally will have two or more years of clerical experience in an office environment or an equivalent combination of education and experience to provide sufficient evidence of successful performance of the essential duties of the job.

Candidates must possess strong customer service, administrative and organizational skills and have a working knowledge of the MS Office Suite, specifically Word, Excel and Outlook. Interested candidates should send a resume along with a salary history to Human Resources Department, Willoughby City Hall, 1 Public Square, Willoughby, OH 44094 or HRjobs@willoughbyohio.com by April 30, 2022. Refer to <http://willoughbyohio.com/government/employment/> for more details

AN EQUAL OPPORTUNITY EMPLOYER

See next page for Full Job Description



PART TIME OFFICE ASSOCIATE WATER POLLUTION CONTROL CENTER

RESPONSIBILITY: Under supervision, performs general clerical/office/customer service activities to assist the Department in administering programs and services offered to the community and to provide general clerical support to the activities of managerial and/or professional staff. Incumbents interact with the general public by providing information and assistance as it relates to the department's activities/services, rules and regulations.

EXAMPLES OF DUTIES: (These are examples only. Any employee may be required to perform duties in an emergency or for short periods of time when substituting for another worker who is on authorized leave without any change in title or rate of pay.)

Processes forms, applications, and other documents by reviewing completed forms for completeness, verifying information, performing necessary calculation, coding and entering data into computer system and issuing permits as appropriate. Completes necessary reports as required by Local, State and Federal regulations.

Provides customer services by providing forms/applications and answering routine and non-routine questions regarding departmental programs and services

Composes and/or types letters, forms, memoranda, and reports from abbreviated notes, tapes and records.

Gathers, receives, and compiles data from several sources, such as contractors and inspectors; compares information to verify accuracy, maintains accurate records of such and prepares informational and/or statistical reports according to established procedures.

Performs cashiering duties daily; accepts payment in person or through the mail, or electronically, records amount received in proper account and issues receipt. Balances cash received with receipts and may prepare bank deposit.

Performs personnel and payroll transactions and maintains personnel files for department staff.

Performs basic clerical functions such as photocopying materials, filing documents, answering the phones and sorting and distributing mail. Act as a back-up to the front desk reception area when deemed necessary.

Maintains lists, charts, books and/or other departmental reference materials to ensure standard routine information used by staff is up-to-date and available.

Performs other duties of a similar nature or level.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of general clerical/office practices and procedures including basic office work-flow procedures.
- Capable of data processing methods, information storage and retrieval techniques.
- Knowledge of common practices and procedures of processing and disseminating information and supporting documentation.
- Proficient in spoken and written English language to process mail, file documents, etc.
- Experienced in clerical/office functions such as typing/data entry, filing, answering telephones.
- Familiar with the operation of basic office equipment and machines, computer terminals, typewriter, copy machines, adding machines, etc.
- Skill in basic mathematical computations as well as data-gathering and compilation.
- Possess communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Capable of being self-sufficient and follow through on assignments with minimal direction and able to make simple decisions independently.

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS

High school diploma or its equivalent (G.E.D.) or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

PROBATIONARY PERIOD: One Year

SERVES AT THE PLEASURE OF THE MAYOR