

TITLE OF POSITION: Office Assistant
REPORTS TO: Town Clerk/Treasurer
HOURS: Full – Time, FLSA non-exempt
PAY: \$17.00-\$20.00 per hour DOQ

POSITION OVERVIEW:

The Office Assistant provides administrative and clerical support to ensure efficient operation of the Town of Algoma's municipal office. This position works closely with residents and staff to ensure efficient office operations by performing a variety of customer service, data entry, records management, and general office tasks. This position is also responsible for opening and closing the office, ensuring that daily operations begin and end smoothly and securely. The ideal candidate will be professional, organized, and capable of handling multiple priorities in a fast-paced environment.

DUTIES & RESPONSIBILITIES:

1. Serve as the initial point of contact for residents and visitors by handling phone, email, and in-person inquiries, offering knowledgeable assistance on municipal matters, and ensuring discretion and confidentiality at all times.
2. Provide clerical support including copying, filing, scanning, data entry, and mailing.
3. Process permit applications, forms, payments, and other town documents accurately.
4. Maintain digital and paper filing systems in accordance with records retention policies.
5. Update and maintain town databases, calendars, and website content as directed.
6. Support election preparation, tax collection, licensing, and other cyclical municipal functions.
7. Provide backup support to other office staff as needed.
8. Maintain confidentiality in handling sensitive or restricted information.
9. Process and check Town Hall Rentals.
10. Open and close the office each day, including unlocking/locking doors, turning on/off equipment, setting up/breaking down the front desk, and following any required security procedures.
11. Help maintain inventory necessary for daily office operations.
12. Perform other related duties as assigned.

REQUIRED QUALIFICATIONS:

1. High school diploma or equivalent required.
2. Strong computer and software skills (must have knowledge of Outlook, Word, Excel)
3. Excellent verbal and written communication skills.

PREFERRED QUALIFICATIONS:

1. Two plus years' experience in an office support role in a municipal setting.
2. Knowledge of the functions and organization of local government.

EXPECTATIONS:

1. Perform the duties and responsibilities in a professional manner, being courteous and positive when representing the Town of Algoma.
2. Promote the good of the Town of Algoma above personal or professional gain.
3. Accuracy and attention to detail at all times.
4. Able to be dependable and work independently.
5. Able to maintain discretion and retain confidential information.
6. Willingness and ability to learn and adapt.

WORK SCHEDULE:

1. Monday – Thursday, 9:00 am – 5:00 pm and Friday 9:00 am – 1:00 pm
 - a. Monday–Thursday includes a 1-hour unpaid lunch each day. This results in a total of 32 paid hours per week.

PHYSICAL REQUIREMENTS:

1. Ability to sit or stand for extended periods.
2. Occasionally lift or move objects up to 25 pounds.
3. Regular use of office equipment such as computers, phones, copiers, and scanners.

This job description has been prepared to assist in defining job responsibilities. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the right of the Town Administrator to assign, direct and control the work of employees under supervision. The Town of Algoma retains and reserves any and all rights to change, modify, amend, add or delete or alter any section of this document as it deems, in its judgement, to be proper. The position is an at-will employee of the Town of Algoma.

ADA and WFEA: The Town of Algoma, Winnebago County, Wisconsin will make all reasonable accommodations in compliance with Federal Americans with Disabilities Act and Wisconsin Fair Employment Act guidelines.