



Riley Township

JOB DESCRIPTION FRONT OFFICE ASSISTANT

The Front Office Assistant's primary objective is to support the Township Officials within their departments and being responsible for all Front Office organization and activities.

Effective Date: April 2025	Revised: 12- 27-2022; 9-21-2023
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Employment Status: Temporary / Seasonal Part-Time Full-Time

Payrate as approved annually by Township Board Resolution: \$_____ per Hour

Classification: Nonexempt

Reports to:

<i>Directly</i>	Township Clerk / Treasurer
<i>Ultimately</i>	Riley Township Board

Knowledge and Abilities:

- a) Ability to comprehend written and verbal communication to prepare reports, take meeting notes, and to compose correspondence using proper rules of grammar, spelling, and punctuation
- b) Ability to manage Township records and office with efficiency and accuracy
- c) Works well with people in tactful, professional and diplomatic manner, maintaining employee, agency confidentiality of all non-public records
- d) Exercise judgement and discretion when making reports and answering correspondence
- e) Good typing skills and knowledge of word processing computer applications
- f) High level of organizational skills
- g) Effectively communicate and take direction from others
- h) Ability to perform tasks involving physical activity which may include long periods of sitting, standing, reading, multiple interruptions and stimuli

Qualifications:

- ✓ High School Diploma or equivalent
- ✓ Technical/Associate or Bachelor Degree appreciated
- ✓ Two years office administration experience appreciated

Essential Functions:

- 1) Present a positive image of Riley Township and its community
- 2) Responsible for Opening and Closing the Township Office at scheduled times
- 3) Answer Voicemail messages fulfilling requests and deliver messages to the appropriate recipient
- 4) Answer incoming telephone calls, taking accurate messages and deliver to the appropriate official as soon as possible
- 5) Check Fax Transmittals, fulfilling requests and delivering faxed items to the appropriate official
- 6) Check Township mailbox daily; Date stamp and distribute mail to the appropriate official



Riley Township

- 7) Monitor public Township email accounts and deliver to the appropriate official as soon as possible
- 8) Post Township news, announcements, office closures and public notices on township office, hall and website
- 9) Work closely with Riley Township Board and appointed Township Officials.
 - a. Provide clerical and technical support to all Township Officials upon request
 - b. Type interoffice and departmental correspondence, forms and reports upon request
- 10) Greet citizens, residents and applicants at the Front Office window handling requests and providing appropriate Township information on ordinances, zoning, permits, fees, taxes, applications, etc.
- 11) Handle comments and complaints received from public citizens, applicants and local residents with tact and professionalism conduct, and direct any concerns or information received (if any) to the appropriate Township Official for follow-up
- 12) Order office and departmental supplies and materials maintaining adequate inventory
- 13) Maintain Township and public records with efficiency and accuracy
- 14) Maintain schedule of table and chair rental requests and collect scheduled fees
- 15) Perform Cash Receipting tasks upon receipt for Property Tax payments and other township scheduled fee transactions and collections
- 16) Maintain Petty Cash disbursements and submit receipts for Accounts Payable processing
- 17) Maintain and process Fire Department / EMS contracted records for billing, payments and collections
- 18) Cross-train in Essential Functions to be perform during absence of other office personnel
- 19) If commissioned, perform Notary Services to the general public and township officials
- 20) Other duties as assigned

I understand that the position of Front Office Assistant is an **AT-Will** position. I have read and understand this job description as described. I also understand that my performance will be evaluated based on the criteria identified in this job description. I have had the opportunity to discuss the above criteria with the Personnel Officer or designee.

Signature: _____ Date: _____