

# CITY OF HELENA



**Position Title: Receptionist/Accounting Technician**

**Department: Community Facilities/CCAB**

**Grade: 129**

**FLSA: Non-Exempt**

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

## **Job Purpose:**

The purpose of this position, under general supervision of the Building Manager, is to perform a variety of general clerical work in support of the supervisor and City/County Administration Building, provide word processing and data entry support, and to provide general information and assistance to City and County staff and the public. The position operates the City/County switchboard including answering incoming calls, directing callers to the appropriate person or office, responding to requests for information and complaints and taking messages as appropriate. The position also processes incoming and outgoing mail for the City & County departments and uses a postage meter machine daily.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Perform a wide variety of general clerical work including maintaining records, logs, and files, verifying accuracy of information, and recording information.

Receive, separate, sort and accurately distribute incoming and outgoing mail.

Prepare, verify, and review forms and reports for completeness and conformance with established regulations, policies, and procedures; complete a variety of forms; verify and record timecards for assigned staff to ensure coding and related items are correct and applied to proper accounts.

Perform a variety of routine bookkeeping duties including simple posting of prepare data and verification of data entered.

Arrange and schedule a variety of meetings; maintain financial records; prepare purchase orders, process invoices, prepare deposits, monitor account balances, and transfer funds to postage machine account.

Type, proofread, and word process a variety of documents including general correspondence, agendas, reports, newsletters, and memoranda.

Operate modern office machines and equipment including mail postage meter machine, word processors, printers, copiers, and calculators. Routinely use a full range of word processing and spreadsheet computer software applications.

Staff the information desk, respond to general requests for information, interpret basic services, policies, rules and regulations in response to inquiries.

Answer City of Helena and Lewis & Clark County main incoming phone lines, directing callers to the appropriate person or office; respond to requests for information; receive complaints and service requests and route to the appropriate department; and takes messages as appropriate.

Analyze situations and make appropriate decisions without immediate supervision.

Participate in the preparation and administration of the assigned department's budget; assist in monitoring expenditures.

Receive, open, review, sort, date stamp, and distribute division mail; review correspondence directed to

assigned staff; prepare written responses as directed.

Maintain and update listings of City/County personnel and extensions for directory use.

Maintain log for keys to the storage rooms, mechanical rooms, and vehicles.

Maintain Building Parking Permits and issue passes for temporary parking.

Assist in office maintenance; order supplies.

Operate the mail delivery vehicle and drive the mail route to pick-up and deliver mail to city/county departments when needed.

Perform other related duties and responsibilities as assigned.

### **Essential Knowledge, Skills and Abilities Related to this Position:**

#### **Knowledge of:**

- Modern office practices, methods and computer equipment.
- English usage, spelling, vocabulary, grammar and punctuation.
- Principles and procedures of record keeping.
- Microsoft office applications (Excel, Word).
- Techniques and procedures used in phone answering services.
- Basic mathematical principles.
- Numerical, alphabetical, and subject matter filing systems.
- Principles and practices used in dealing with the public.

#### **Skill to:**

- Operate modern office equipment including postage meter and computer equipment.
- Type and enter data at a speed necessary for successful job performance.

#### **Ability to:**

- Learn the procedures and functions of assigned position.
- Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Perform general clerical work involving the use of independent judgment and personal initiative.
- Learn the structure and operations of the City and County government.
- Work independently in the absence of supervision.
- Research, collect, compile, and analyze information and data.
- Respond to inquiries and requests for information from City and County Departments and the general public.
- Prepare and maintain accurate and complete records Prepare clear and concise reports.
- Perform accurate mathematical computations.
- Plan and organize work to meet schedules and deadlines.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

### **Physical Demands:**

Ability to work in a standard office environment with ability to travel to different locations. Ability to see, hear, speak and interact with public and other staff. Lift and carry up to 10 pounds regularly and on occasion up to 50 pounds.

**Minimum Qualifications (Education, Experience and Training):**

This position prefers an Associates degree in a related field such as business, office management, accounting, or bookkeeping AND at least 18 months experience in a computerized office environment that includes frequent interoffice and public communications and training/experience in computer spreadsheets and word processing. Other relevant combinations of education and work experience will be evaluated on an individual basis.

**License or Certificate:**

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

**Supervision Received:**

Supervised by the Building Manager.

**Supervision Exercised:**

None

<p>The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
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