

**CHARTER TOWNSHIP OF WHITE LAKE**  
**Job Description**

**SECRETARY**  
**Department: Assessing**

**Non-Exempt**  
**Updated: January 2022**

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**GENERAL SUMMARY:**

Under the immediate supervision of the Township Assessor. Provides administrative support to the Assessing Department and other departments as assigned. Employee is responsible to support the daily activities of the division including administrative support, customer service to the residents and principal residential exemptions.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:**

An employee in this classification may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employee may be expected to perform. They are not limited to or intended to be an exhaustive list of all job duties to be performed by this within the classification.)

- Provides excellent customer service to residents and customers, answering inquiries and problem resolution.
- Answers telephones, copy, shred materials and sets up and maintains office files.
- Type correspondence, form letters, and standardized documents unique to the department as directed by department head.
- Prepares Board of Review reports under the direction of the department head.
- Greets and assists visitors and residents in a friendly manner and demonstrate a willingness to offer assistance.
- Assists with special projects as needed.
- Filing and scanning documents into document imaging software for record retention.
- Enter Principal Residential exemption updates including affidavits, rescinds and denials.
- Enter ownership updates & other information in LAMS.
- Assists the Assessor with setting up new Special Assessment Districts.
- May assists with billing of current and/or new Special Assessments.

**MINIMUM QUALIFICATIONS:**

- High School graduate or equivalent.
- Two or more years of customer service in an office environment or working with the public.
- Strong oral and written communication skills.
- Demonstrated organizational skills with the ability to multitask.
- Proficient in Excel, and MS Word and Outlook.

## **KNOWLEDGE & SKILLS:**

- Ability to operate business equipment including adding machine, copy machine and windows-based PC.
- Evidence of flexibility and ability to multi-task.
- Ability to earn MCAT certification within one year of starting position.
- Experience using BS&A Software preferred.
- Strong interpersonal skills.
- Accurate data entry skills critical.
- Familiarity with the principles of record keeping, office management and administration.
- Familiarity with computer operations utilizing a variety of software including but not limited to MS Office, Excel, and Laserfiche.

## **WORKING CONDITIONS AND 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate office equipment and controls, and reach with hands and arms. The employee frequently is required to stand and talk or hear. The employee is regularly required to walk, sit, climb or balance; stoop, kneel, and crouch.
- The employee must occasionally lift and/or move 5 – 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.