

CHARTER TOWNSHIP OF WHITE LAKE

JOB DESCRIPTION SECRETARY

**Non Exempt
Updated: June 2025**

DEPARTMENT: Public Services

REPORTS TO: Public Services Director

GENERAL STATEMENT OF DUTIES

Under the supervision of the Public Services Director an employee in this classification performs a variety of administrative support functions within the water and sanitary & sewer division, the Department of Public Services, and other departments as assigned. Employee is responsible to support the daily activities of the division including administrative support for utility operations, maintenances, and water, sanitation and sewer services.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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 to be limited to or intended to be an exhaustive list of all job duties to be performed by those within the classification.)

- Provides excellent customer service to residents and customers, answering inquiries and problem resolution.
- Answers telephones, copies, shreds materials and sets up and maintains office files.
- Types correspondence, form letters, and standardized documents unique to the department. Prepares reports under the direction of the department head.
- Assists residents and business owners with a wide range of inquiries.
- Issues permits.
- Filing and scanning documents for record retention.
- Data entry.
- Responsible for ordering supplies, equipment and inventory for all Department of Public Services needs.
- Schedules appointments of a wide range of matters including Miss Dig.
- Accesses GIS to respond to field complaints, wetlands, drainage issues and hazmat.
- Identifies sewer locations and responds to general inquiries.
- Assists with the coordination of special assessment district information.
- Prepares work orders for facility maintenance and customer requests and follows through with contracted service providers if needed.
- Assists with the preparation of water and sewer bills, resolves billing disputes and processes delinquent water accounts for winter tax toll.
- Assists with meter reading including routing report and trouble shooting.
- All other duties as assigned.

MINIMUM QUALIFICATIONS

- Graduation from high school or GED equivalent.
- Two or more years of customer service in an office environment or working with the public.

- Demonstrated organizational skills and the ability to prioritize multiple tasks.
- Strong oral, written and interpersonal communication skills.
- Proficient in Excel, and MS Word and Outlook.

KNOWLEDGE/SKILLS

- Familiarity with Township government, ordinance policies and procedure.
- Familiarity with departmental policies and procedures.
- Familiarity with applicable Michigan laws, case law, Rules and Regulations.
- Familiarity with the principles of record keeping, bookkeeping, office management and administration.
- Familiarity with computer operations utilizing a variety of softwares.
- Familiarity with the principles of effective note and/or minute taking.
- Familiarity with the proper operation of various types of recording equipment.
- Familiarity with automated meter reading systems and BS&A a plus.

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 regularly lift and/or move up to 25 pounds and frequently lift and /or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.