

JOB DESCRIPTION
CHARTER TOWNSHIP OF WHITE LAKE

SECRETARY

Non-Exempt

DEPARTMENT: Supervisor

REPORTS TO: Township Supervisor

GENERAL STATEMENT OF DUTIES

Under the supervision of the Township Supervisor an employee in this classification performs a variety of office support and community outreach functions for the office of the Township Supervisor.

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.)

Office Support:

- Provides excellent customer service to residents and businesses, 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. May prepare reports under the direction of the department head.
- Scans documents and organizes files into Lasherfiche for records retention. May also assist with training other employees to help with scanning township files.
- Prepares and maintains supplies for welcome bags for new residents.

Community Events:

- Assist the Parks and Recreation committee with planning community events and other Parks and Recreation activities.

Newsletters and Social Media:

- Coordination of the quarterly newsletter publications by establishing the publication schedule and assembling articles from respective departments.
- Posts items on the township's Facebook page as requested by the Supervisor and Executive Assistant. Identify and search for community minded items to post on the Township page.
- Assists with the Township website as needed.

Local Business Support:

- Interacts with local businesses as needed, including soliciting information and coupons for welcome bags and periodic visits.
- Assists residents and business owners with a wide range of inquiries.
- Compiles and maintains email addresses of local business for the purpose of communicating quickly and efficiently.

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 Publisher, Excel, MS Word, and Outlook.

KNOWLEDGE/SKILLS

- Familiarity with Township government, ordinance policies and procedure.
- Familiarity with social media, and Facebook.
- Familiarity with the principles of record keeping, office management and administration.
- Familiarity with computer operations utilizing a variety of software.
- Evidence of flexibility and ability to multi-task.
- Demonstrate strong interpersonal skills while working in a positive and professional manner.
- Notary Public or the ability to become one.

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 occasionally 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.