

John Sayers, Mayor



Mary Wood, Clerk-Treasurer
Chris Salyers, Chief of Police
Bryan Morris, PW/ CD Director

407 Birch Ave SW; P. O. Box 810; Napavine, WA 98565
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www.cityofnapavine.com

TITLE: CLERK ASSISTANT II
DEPARTMENT: CITY CLERK'S OFFICE
SUPERVISOR: CLERK-TREASURER
FLSA STATUS: UNION/JUST CAUSE

GENERAL STATEMENTS:

Under the general supervision of the Clerk-Treasurer principal accountability under the directions of the Deputy Clerk. Perform varied specific secretarial and clerical duties which requires extensive public contact and includes a variety of routine calculating, posting, data entry, typing duties, collection of information to begin and discontinue water service, answer customer inquiries, processes payments, follow up on delinquent accounts, performs other tasks as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Any one position may not include all duties listed, nor do the examples listed cover all duties that may be performed.)

Ability to maintain courteous and tactful relations with the public while dealing with difficult situations, and/or refer to proper department; processes accounting, billing, collection activities; prepares, organizes, and completes field service work orders in a timely manner; maintain files and manage record retention files; assists in bookkeeping and accounting work, such as statements, expenses and sales; assists in mailing statements, vouchers and correspondence; answering phones and directing calls to proper departments; Multitasking in a fast paced office environment.

DESIRABLE QUALIFICATIONS:

Knowledge of:

Basic knowledge of modern office practices and procedures and the operation of standard office equipment; theory and methods of data processing systems.

Ability to:

Operate Pcs, business office machines and data entry terminals; deal tactfully and courteously with customer inquiries; establish and maintain cooperative relationships with those contacted during the course of work; may include but not limited to standing, climbing, walking, lifting, bending, pulling and or pushing, grasping, reaching, stooping and crouching, sitting, typing, walking, reading, writing, color determination, speaking and listening for extended periods of time.

EDUCATION AND EXPERIENCE:

Previous experience in customer service and/or bookkeeping, including the operation and use of relevant equipment or any combination of education and/or experience that could likely provide the required knowledge and abilities; high school diploma or equivalent.