



City of Hudson Oaks

Employment Opportunity

Administrative Assistant

Application Deadline: Open Until Filled

Progressive, growing, professional City seeks inspired, enthusiastic, creative employees who want to support management staff with special events, city operations, and resident requests in a unique environment. Hudson Oaks is a small, close-knit community of highly involved citizens who have high expectations of and for the city and its municipal government. The City values integrity, customer service, professionalism, and accountability.

Brief position description: The primary duty of this position is as Administrative Assistant. This position is under the general direction of the management team. (A complete job description is available for review on the City's website at www.hudsonoaks.com.)

Minimum Qualifications: A high school diploma or equivalent is required. Must be able to speak, read and write the English language. A Texas Class C driver license is required.

Disqualifiers – Drug Use: Engaged in the use of marijuana in the past 24 months. Engaged in the use of any other illegal drug within the past five (5) years. Engaged in the use of any drug that was prescribed for another - Disqualification will depend on the narcotic used and circumstances of use.

Salary & Benefits: Full-time range for this position is \$14.00 - \$16.00/hour depending upon prior related experience.

Testing & Examinations: All applicants will participate in a thorough background investigation, drug screen and other testing as deemed necessary.

To Apply: Complete an application for employment, which is available on the City of Hudson Oaks website at www.hudsonoaks.com. Send application and resume to the City of Hudson Oaks, attn: City Secretary Shelley Scazero TRMC, 210 Hudson Oaks Drive, Hudson Oaks, Texas 76087. Applications may also be submitted by email to Shelley.Major@hudsonoaks.com

City of Hudson Oaks

POSITION DESCRIPTION

Job Title: Administrative Assistant
Reports to: Management Staff
FLSA Category: Non-Exempt
Schedule: 40 hrs/wk; Primarily during normal business hours
Date Revised: March 1, 2019

BRIEF DESCRIPTION OF THE POSITION:

Serve as first point of contact for virtually all citizens/customers contacting the City, whether by phone or in person; perform all daily operations related to the municipal court and utility billing department including record entry and retention and payment processing; and perform all daily operations related to the municipal development process, including receipt and processing of permit applications, development plans, and all related fees.

ESSENTIAL DUTIES AND PERCENTAGE OF TIME SPENT ON EACH:

[S = Sedentary (0-10 lbs); L = Light (10-25 lbs); M = Medium (25-50 lbs); H = Heavy (50-100 lbs); VH = Very Heavy (over 100 lbs)].

Table with 1 column: Description of job duties. Rows include: Responds to inquiries regarding ordinances, zoning, and development standards; Works with developers and builders to assure timely review of permit applications; Entry and tracking of all citations and work orders using the City's designated computer software; Administer collection process for warrant fees; coordinate with City's contracted collection agency and the appropriate courts to update the status of each warrant as needed; Provides customer service for the utility department; Responds to citizen/customer/vendor concerns and inquiries on behalf of city administration, both orally and in writing; Assists accounts payable staff with billing, purchasing, and ledger activities; General office assistance to city administration including phone, letter, and electronic correspondence, making copies, handling mail; Completion of special projects as assigned by city administration.

SUPERVISORY RESPONSIBILITIES:

No supervisory responsibilities.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of principles of customer service and ability to provide excellent customer service.
• Ability to plan, organize and complete work of a complex, detailed, and sensitive nature.
• Ability to read, write, and speak effectively, so as to communicate with people of a variety of backgrounds and educational levels.
• Ability to prioritize work assignments, work well under pressure, meet deadlines, and make competent decisions, with or without constant supervision.
• Ability to establish, develop, and maintain successful relationships with co-workers, developers, contractors, citizens, and other customers.
• Knowledge of the Microsoft Office suite of software, with at least basic skills in all suite applications and ability to utilize the software for traditional office/administrative functions.
• Ability to access and effectively/appropriately utilize the Internet and electronic mail for daily job functions such as research, correspondence with other agencies, response to customer inquiries, etc.

EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent is required
- Must have three years of progressively responsible experience as an administrative assistant and/or court clerk or any other combination of education and experience that provides the ability to successfully perform the duties required.

REQUIRED CERTIFICATES AND LICENSES:

- Texas Class C driver license

PREFERRED CERTIFICATES, LICENSES, AND EXPERIENCE:

- Previous experience in a similar position
- Previous experience in front-line customer service

ENVIRONMENTAL AND SAFETY FACTORS:

Daily work is performed in an air-conditioned office environment. Duties may require accessing records in a storage unit that is not temperature controlled. Duties may require driving to perform various job assignments, such as materials procurement, postage delivery, etc.

TOOLS AND EQUIPMENT USED:

Computer, telephone, copier, fax machine, 10-key, calculator, shredder, postage meter, and other typical office equipment.

DESCRIPTION OF PHYSICAL DEMANDS:

[Frequency: C = Constantly (2/3 or more of the time); F = Frequently (1/3 to 2/3 of the time); O = Occasionally (up to 1/3 of the time);

R = Rarely (less than 1 hour per week)].

Physical Demand	Frequency	Description of demand
Standing/Walking	O	As may be necessary to assist customers, retrieve records, make copies, file documents, etc.
Sitting	C	Sitting to work at computer or desk for data entry, payment processing, and answering phones; sitting to drive.
Lifting/Carrying	O	Carrying plans, files, file boxes, office supplies, food trays, or cases of beverages.
Pushing/Pulling	F	To open and close doors on buildings and access file drawers or storage cabinets.
Reaching	O	Into storage cabinets or file drawers.
Fine Dexterity/Handling	C	For keyboarding and 10-key use.
Crouching/Crawling	O	To access file drawers or storage units/cabinets.
Climbing/Balancing	R	In use of a step stool, if needed to access file drawers or storage cabinets.
Twisting	R	To access file drawers or storage units/cabinets.
Kneeling	O	To access file drawers or storage units/cabinets.
Vision	C	To use the computer; to review permit applications or court documents.
Hearing/Talking	C	Ability to hear and respond to customers in person and over the phone. Ability to hear and respond to phone and other office equipment.
Foot Controls	O	To operate a vehicle.

DESCRIPTION OF NON-PHYSICAL DEMANDS:

[Frequency: C = Constantly (2/3 or more of the time); F = Frequently (1/3 to 2/3 of the time); O = Occasionally (up to 1/3 of the time); R = Rarely (less than 1 hour per week)].

F time pressures

O irregular schedule

F frequent change of task

F tedious exacting work situation

F performing multiple tasks simultaneously

R emergency situations

R danger/physical abuse

O noisy/distracting environment

C working closely with others as part of a team

THE CITY OF HUDSON OAKS IS AN AT-WILL EMPLOYER

This position description is not an employment agreement or contract. Management has the exclusive right to alter this position description at any time without notice.