



General Information Assistant

Job Description

Department: Treasurer
Position: Career Service
Salary Grade: \$25,454 - \$33,566
Supervisory: No
Reports to: County Treasurer

Summary

Under the general supervision of the Treasurer's Office, performs County-wide, working level reception and telephone communications work requiring considerable knowledge of County functions and services. Assists with various clerical duties as assigned for the Treasurer's, Assessor's and Recorder's Office.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Operate telephone; receive, respond to, and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and transfer calls accordingly. Write and deliver messages to various departments.
2. Greet the public in the lobby of the County Administration Building; respond to requests for information and provide information related to County services, programs, and general policies, practices, and procedures; provide walk-in patrons with requested forms, publications, and other informational materials when appropriate.
3. Direct walk-in clients and visitors to proper office locations; apprise departments of appointment arrivals.
4. Listen to public complaints, questions, etc.; refer individuals to applicable personnel for further assistance.
5. Sort daily mail delivery into mail boxes by county department.
6. Perform data input and records maintenance relating to various county departments. Fold and inserts mass mailing for county departments, when needed.

Knowledge, Skills, and Abilities

Knowledge of standard office practices
Knowledge of proper grammar, spelling, and punctuation
Knowledge of the various functions and locations of County departments
Skilled in reading, writing, and basic math
Skilled in operating standard office equipment
Skilled in word processing and data entry

For Office Use Only

Class Code: 6877
Class Title: General Information Assistant
FLSA: Non-Exempt
Effective Date: March 8, 2017

Worker's Compensation: Clerical
Background Level: Level 1
Safety Sensitive: No
DOT: No

Ability to maintain cooperative working relationships with those contacted during the course of work activities

Ability to communicate effectively verbally and in writing

Ability to work with minimal supervision

Ability to maintain a high degree of professionalism

Supervisory Responsibility

This position has no direct supervisory responsibility, but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. This position requires frequent contact with the public which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. The noise level in the work environment is usually moderate.

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 30 pounds.

Position Type/ Expected Hours of Work

Incumbent must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

This position requires up to 5 percent travel.

Required Education and Experience

1. High school diploma or equivalent
2. Preference may be given for a minimum one (1) year of general clerical support work experience
3. Equivalent combinations of education and experience may also be considered

Additional Eligibility Qualifications

1. Preference may be given to applicants with a typing test at or above the rate of 30 WPM net
2. Selected applicants may be subject to, and must pass, a background check

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AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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