



Job Title: Office Assistant
Reports To: Village Administrator/Clerk-Treasurer
Workers Supervised: None

POSITION SUMMARY

The Office Assistant provides general administrative, clerical, and customer service support to the Village of Lake Hallie. This role is responsible for reception duties, document management, utility billing assistance, licensing, and support for Village events and communications. The Office Assistant is often the first point of contact for the public and ensures efficient and professional office operations.

MINIMUM QUALIFICATIONS

Education: High school diploma or equivalent required; additional coursework in office administration preferred.
Experience: One (1) year of office or customer service experience.

ESSENTIAL DUTIES & RESPONSIBILITIES

Administrative Support

- Perform general clerical duties such as filing, scanning, and photocopying.
- Maintain office supplies and assist with mail distribution.
- Support preparation of mailers, newsletters, and notices.
- Assist with records organization and retention.

Customer Service

- Answer phones, greet visitors, and respond to public inquiries.
- Collect utility bills, real estate taxes, and pet licensing fees.
- Issue permits, boat landing passes, recycling center codes, and lawn letters.

Clerical & Meeting Support

- Provide support for Board and committee meetings, including clerking and minutes as assigned.
- Assist with election preparation and mailings.
- Prepare special assessment documentation and related correspondence.

Knowledge, Skills, and Abilities

- Excellent customer service and communication skills.



- Ability to maintain professionalism and confidentiality.
- Strong organizational skills with attention to detail.
- Ability to work independently and collaboratively.
- Knowledge of clerical practices and office procedures.

Physical and Environmental Requirements

- Work is performed primarily in an office setting with extended periods of sitting, computer use, and public interaction.
- Occasional lifting (up to 25 lbs.), bending, or kneeling may be required.
- Position requires adaptability to multiple and concurrent deadlines.
- Attendance at evening meetings or election events may be required.

Equal Opportunity Employer

The Village of Lake Hallie is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.