

OFFICE ASSISTANT III

General Definition of Work:

FLSA Status: Non-Exempt

Performs intermediate skilled clerical work in an office performing a variety of office assistance tasks; does related work as required. Work is performed under regular supervision.

Essential Functions/Typical Tasks:

Serving as receptionist; preparing, maintaining and receiving records and files; typing, word processing and data processing duties.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Acts as receptionist; greets visitors; answers telephone; provides information; forwards calls or directs visitors to appropriate party; assists the public with the completion of standardized forms or documents.
- Receives citizen inquiries, complaints and service requests and resolves them within the framework of the established policies and procedures or forwards to appropriate party for disposition and maintains appropriate files and records.
- Enters a variety of data into computer; verifies statistical and other records for accuracy and completeness; enters and retrieves sensitive and restricted information into computer system; maintains various departmental, personnel and related files and records.
- Receives and processes property, automobile and personal injury insurance claims. Responsible for working with outside agencies to resolve claims. Maintains insurance records for City buildings and properties.
- Transcribes and types a variety of documents including correspondence, forms, reports, purchase orders, requisitions, resolutions, ordinances, proclamations, court orders, meeting minutes, agendas and related documents, etc. where a knowledge of format and presentation is necessary.
- Answers routine correspondence for supervisor independently.
- Collects and compiles data for various reports.
- Assists with the permitting process, fee schedules and general building information; ensures collected information is accurate and complete; enters data into system; contacts applicants regarding approval.
- Coordinates and assists with processing accounts receivable, collections, accounts payable, payroll, purchasing, budgetary and other financial data; reconciles invoices with payment vouchers; performs calculations and posts to statistical and other records applying knowledge of regulations.
- Administers inactive account activities including placement with state garnishment program and collection agencies for multiple divisions; processes duplicate bills and copies of ledger transactions for customers.
- Receives receipts and accounts for various revenues; makes bank deposits.
- Makes appointments and arranges meetings; makes travel and accommodation arrangements.
- Sorts, indexes and maintains a variety of office files and records.
- Receives and processes incoming and outgoing mail.
- Operates a variety of standard office equipment.
- Undertakes special projects as assigned by department director/supervisor.
- Maintains inventories and orders supplies.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Thorough knowledge of standard office practices, procedures, equipment and secretarial techniques; thorough knowledge of business English, spelling and arithmetic; ability to interpret and apply policies and procedures; ability to make arithmetical calculations and to set up complex forms and statistical tables; ability to type accurately at a rate of 45 words per minute; ability to work independently, skill in the operation of standard office and data processing equipment; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

Any combination of education and experience equivalent to graduation from high school and considerable experience in administrative support and office operations.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, standing, walking, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

May require possession of Notary Public licensure and an appropriate driver's license valid in the State of North Carolina.

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Objective:

To secure a position in a proactive and progressive company that will allow maximum performance of my excellent customer service and organizational skills to mutually enhance professional and personal goals.

Background Summary:

More than 30 years of Administrative Assistant experience. Ability to work well with others; particularly effective in coordinating internal office activities. Experience in the preparation of reports, Microsoft Suite software, customer service, problem solving, and excellent organizational skills.

Career History:

City of New Bern, New Bern NC

2007-Present

Administrative Assistant to the Director of Parks & Recreation

- Use RecDesk software to schedule park reservations for walk-in customers, program sign-up's, reports sent to Accounting, refunds etc.
- Greets visitors, answers telephone, provides information or directs visitors to appropriate party.
- Enters Purchase Orders into the system
- Track and order office supplies
- Distribute program flyers
- Daily deposits and accounting records kept of money collected for programs within the department
- Send invoices and collects fees for some Park services
- Collects and compiles data for various reports
- Balance Petty Cash drawer
- Work on special projects
- Prepare message boards throughout the City for park reservations
- Prepare bi-weekly payroll
- Send out Public Service Announcements, prepare flyers, brochures, for upcoming programs. Including updating the City of New Bern website and placing announcements on the PEG Channel.
- Received Employee of the Quarter Award, fall of 2008

Bristol Hospital, Bristol, CT

1986-2006

Administrative Assistant to the Director of Patient Business Services

- Coordinate internal business office activities to ensure the office runs smoothly and efficiently.
- Work as office liaison with other departments to ensure billing questions are answered accurately and invoices are charged correctly.
- Respond to customer inquiries via telephone and written communication. Patient satisfaction is reached with the utmost speed and accuracy.
- Prepares minutes of meetings.
- Arranges payments of invoices.
- Train office staff on new office equipment
- Assist in departmental budget process
- Frontline customer service interaction with all customers.
- Assist in internal audits. Provide materials to ensure audits of billing systems are performed in a timely manner.

- Work on special projects with minimal instruction and supervision.
- Work with attorney offices to supply materials requested and ensuring that patient information is kept confidential if proper authorizations are not provided.
- Wrote policies and procedures for billing of State Welfare claims and the collection of patient data
- Bill State Welfare – both medical, psych, and third party billing – paper and electronic submission
- Received 2 outstanding service awards

Electronic Data Systems (EDS), Farmington, CT

1985-1986

Provider Services – Communication Department

- Oral and written communication for all provider types on claim submission
- Research and resolved claim submission problems of all provider types

Education:

Tunxis Community College, Associates Degree in Business Administration, 1999

Yearly training: Fire and Safety, Infectious Control, Age Specific, Hearing Impaired, HIPAA, Corporate Compliance – 1986 to 2006

Sexual Harassment – every 2 years, ended 2006

Workplace violence, 1999

Red Cross Basic First Aid Certification, 2006

Contribute, 2007

Microsoft Word, basic and advanced training, 2007

Microsoft Excel, basic and advanced training, 2008

Microsoft Power Point, 2008

Microsoft Publisher, 2008

Peg Channel, 2011

Share Point, 2011

RecDesk, 2014

Munis training, 2018

References:

Provided upon request