



City of Cottage Grove  
Job Description

**Finance Office Assistant/Receptionist**  
**Part-Time**

<b>Department:</b> Finance	<b>FLSA:</b> Non-Exempt
<b>Reports to:</b> Finance Director	<b>Representation:</b> Non-Represented, Part-Time
<b>Pay Range:</b> Range 1PT	<b>Date Adopted:</b> <i>March 2025</i>

Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and may be changed by the employer at any time.

**GENERAL POSITION SUMMARY:**

The Finance Office Assistant/Receptionist provides front desk support for the Finance Department, serving as the first point of contact for the public and staff. This role includes greeting visitors, answering inquiries, processing payments for city services, and maintaining accurate records. Additional duties include organizing documents, offering administrative support, and performing notarial services while ensuring a welcoming and efficient environment.

**DUTIES AND RESPONSIBILITIES:**

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

**ESSENTIAL FUNCTIONS:**

1. Contributes effectively to city goals, department objectives, and activities.
2. Serves as the first point of contact for visitors, phone inquiries, and email correspondence, providing exceptional customer service and guidance on city services, policies, and procedures.
3. Processes and reconciles payments, financial transactions, and utility account service orders, ensuring accuracy and compliance with accounting standards.
4. Maintains and organizes departmental records in both physical and digital formats, adhering to document retention policies.
5. Provides clerical support, including data entry, preparing reports, drafting correspondence, maintaining office calendars, and performing notarial services.
6. Assists with department communications by responding to inquiries, distributing information, and directing individuals to appropriate personnel.
7. Monitors and troubleshoots minor office equipment issues, coordinating repairs or technical assistance as needed.
8. Completes additional duties as assigned by management to support department operations.

**IMPORTANT FUNCTIONS:**

1. Develops and updates comprehensive Standard Operating Manuals (SOM) to ensure consistent procedures and compliance with organizational policies.

2. Supports Finance Department staff with special projects, research assignments, and data collection.
3. Provides backup support for other administrative and finance staff during absences or peak workload periods.
4. Ensures the confidentiality of sensitive financial and personal information in accordance with city policies.
5. Participates in department training sessions to stay updated on revised policies and procedures.
6. Operates a computer and other office equipment necessary for completing essential functions, including word processing, email, and other software programs.
7. Maintains a clean, organized, and safe work environment, adhering to safety protocols.

### **ESSENTIAL PHYSICAL REQUIREMENTS:**

The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

- Sitting for extended periods: Performing clerical tasks such as data entry, processing payments, and answering phone inquiries.
- Manual dexterity: Regular use of computers, calculators, and other office equipment, requiring fine motor skills.
- Occasional lifting and carrying: Handling office supplies, files, or payment records, typically up to 25 pounds.
- Standing and walking: Moving within the office or between departments as necessary.
- Visual acuity: Reviewing detailed records, reports, and financial documents accurately.
- Speaking and hearing: Communicating effectively in person, over the phone, and via email with staff and the public.
- Reaching and bending: Accessing files, organizing documents, or using office equipment.
- Concentration and focus: Maintaining accuracy and attention to detail despite frequent interruptions or distractions.

### **JOB SPECIFICATIONS:**

#### **Education & Experience:**

- High school diploma or equivalent *required*.
- Must be 18 years of age or older *required*.
- A minimum of one (1) year experience providing administrative office support, customer service, or a similar role involving front desk operations *required*.
- Experience with payment processing, financial record keeping, or basic accounting functions *required*.
- Public sector experience is highly *preferred*.
- A combination of education and experience that demonstrates the knowledge, skills, and abilities to perform the described duties may be considered.

#### **Knowledge, Skills and Abilities:**

##### **Knowledge:**

- Applies accounting principles and financial transaction processes.
- Demonstrates familiarity with municipal finance operations, policies, and procedures.
- Maintains knowledge of record management systems and ensures compliance with retention standards.
- Engages with the public and staff effectively using customer service best practices.

- Utilizes office software tools, including Microsoft Word, Excel, and email applications, with proficiency.
- Handles and reconciles cash transactions accurately.
- Follows office safety standards and organizational workflows.

**Skills:**

- Ensures accuracy in financial transactions, records, and communications with strong attention to detail.
- Manages multiple tasks, deadlines, and responsibilities efficiently with excellent organizational skills.
- Maintains proficiency in computers, office equipment, and relevant financial or database software.
- Communicates clearly and professionally in both verbal and written formats.
- Provides courteous, efficient support to the public and staff with strong customer service skills.
- Troubleshoots office equipment issues and resolves discrepancies using problem-solving expertise.
- Prioritizes and completes tasks promptly through effective time management.

**Abilities:**

- Adapts to varied tasks, including unexpected challenges, with efficiency and composure.
- Solves technical and administrative issues independently or collaboratively.
- Upholds confidentiality and protects sensitive financial and personal data.
- Prioritizes responsibilities to meet departmental objectives and deadlines.
- Builds positive relationships with the public, colleagues, and other departments.

**Special Requirements and Certifications:**

- Oregon Notary Public certification or the ability to obtain within 3 months.
- Must pass a post-conditional job offer credit and background check, ensuring trustworthiness in handling sensitive customer financial data and significant currency during daily operations.

**Supervisory Duties:**

None.

**Supervision Received:**

Direct supervision from the Finance Director and Finance Analyst.

**Confidential Information:**

This position involves managing sensitive customer data, including payment details, and utility account information, while ensuring confidentiality and compliance with regulations.