

City of Merriam- Job Description

Job Title: Office Coordinator- Administration
Department: Administration
Reports to: City Clerk
Status: Non-exempt
Pay Grade: F

Position Summary

This position supports the City of Merriam's mission by serving as the first point of contact for residents and visitors at City Hall and by providing a variety of routine to advanced clerical and administrative support work within the Administration Department. The position also manages the City's solid waste program, including resident service, vendor coordination, and program communications.

Essential Functions

- Serve as the primary point of contact for the public (walk-ins and telephonically), providing information or routing to the appropriate party.
- Establish professional and welcoming demeanor when interacting with members of the public, City employees and elected officials.
- Investigate and follow up on citizen requests for service, complaints, and information related to solid waste (trash, recycling, yard waste) and other City services.
- Coordinate and maintain records related to the City's solid waste program, including service changes, complaints, billing inquiries, vendor communications, program reports, and resident education materials.
- Assist the Communications Manager with preparation of public communications and outreach related to the solid waste program, including website content, flyers, letters, and other materials.
- Maintain solid waste program files and tracking systems in coordination with program partners.
- Process and track department invoices, purchase orders, expenses; and assist with budget monitoring and reconciliation.
- Maintain online garage sale permits.
- Manage and maintain department calendars, scheduling appointments, scheduling and preparing meetings and conferences.
- Record and transcribe meeting minutes accurately.
- May serve as back-up to the City Clerk in all capacities, when needed.
- Assist with and coordinates department events.
- Receive and distribute incoming mail to all departments as needed.
- Manage office supplies and replenish when necessary.
- Manage break room and coffee supplies and replenish when necessary.
- Assist with special projects and research when necessary.
- May be responsible to run various errands in a City vehicle.
- Register voters.
- Assist City Clerk with records maintenance.

- Serve as a notary public.
- Perform all functions in a safe manner.
- Uphold City values at all times.

Knowledge, Skills, and Abilities

- Working knowledge of principles and practices of modern public administration, knowledge of office practices and procedures, and knowledge of modern records management techniques.
- Skill in operating MS Office products and other computer software systems as necessary.
- Ability to maintain records and respond to requests in a timely fashion.
- Ability to establish and maintain effective working relationships with employees, other departments, officials and the public.
- Ability to communicate effectively verbally and in writing.

Education and Experience

- High school diploma or equivalent
- 2 years' previous experience working in an administrative support position
- Any combination of experience and education

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

The employee is frequently required to sit, talk, and hear. Occasionally employee is required to stand or walk, use hands to finger, handle, or feel objects, tools, or controls; reach with arms and hands; employee is occasionally required to walk and climb stairs.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

Work is performed in an office environment. The noise level in the work environment is quiet to moderately noisy.