



VILLAGE OF HOBART – ADMINISTRATIVE ASSISTANT

JOB SUMMARY

This position serves as a vital support role within the Village of Hobart Administrative Office, acting as the first point of contact for residents and visitors. This position is responsible for a broad range of administrative tasks that ensure the smooth daily operation of Village services. The role requires a high level of confidentiality, initiative, independent judgment, and attention to detail. Duties are carried out under the general supervision of the Village Clerk, who also conducts performance evaluations.

This is a part-time position requiring 20 hours per week during regular office hours. Additional hours may be required to attend official meetings and to assist with election duties and/or tax collection.

REPORTS TO: Village Clerk

PRINCIPAL DUTIES AND RESPONSIBILITIES

NOTE: The job duties listed herein are intended only as an illustration of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment for the position.

1. Serves as the primary point of contact for residents and customers by answering inquiries and providing information.
 - a. Answer the telephone and route calls as appropriate.
 - b. Assist customers at the service counter, including receiving payments.
 - c. Respond to emails and requests.
 - d. Process incoming/outgoing mail.
 - e. Assist with park reservations.
2. Assist with the management of Village records via scanning, indexing, and filing documents in accordance with FOIA, Wisconsin State Law, and the Village of Hobart Municipal Code.
3. Provide administrative support for various Boards, Committees, and Commissions.
4. Assist in all aspects of municipal licensing and permits.
5. Provide administrative assistance as directed by creating reports, business correspondence, forms, and other material.
6. Assist with tax collection and entering payments into appropriate software.

7. Provide support and assistance with the election process.
 - a. Maintain records within the WisVote system implemented by the Wisconsin Elections Commission (WEC).
 - b. Process voter registration.
 - c. Process absentee ballots (mail and in-person).
 - d. Provide pre-Election Day support as requested.
 - e. Provide Election Day support as requested.
 8. Attend required training and otherwise keep abreast of current laws and administrative procedures related to matters pertaining to Village Operations.
 9. Other duties as assigned.
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EMPLOYEE DESCRIPTION AND EXPECTATIONS

Equipment Used: Computer, various software applications, calculator, phone, copier/printer, postage machine, etc.

Work Environment and Working Conditions

1. Work in a normal office setting with moderate noise levels.
2. Hours beyond regular office hours may be required, including evenings.
3. Maintain a professional appearance and attire.
4. Prolonged sitting, frequent bending, stooping or stretching, lifting up to 50 pounds, good eye-hand coordination and manual dexterity.

General Competencies: In carrying out the duties of this job, the employee is required to accomplish all the tasks routinely associated with the performance of office-type functions. In addition, the employee must be able to satisfy the following competency requirements.

1. Analytical Skills: Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
2. Communication Skills: Effectively communicate ideas and information in written and oral form.
3. Problem Solving Skills: Develop feasible, realistic solutions to problems and recommend actions designed to prevent problems from occurring.
4. Organizational Skills: Ability to prioritize work to meet deadlines, work independently, and handle interruptions while maintaining attention to detail.

Knowledge of:

1. Data processing applications and basic computer skills.
2. Modern office practices, technology and procedures.
3. Local government and municipal services preferred.

Ability to:

1. Determine proper priorities and set work schedules and deadlines.
2. Interpret and apply applicable Federal and State Laws, regulatory codes, and Village Ordinances in a variety of situations.
3. Maintain and manage records and prepare required reports.
4. Prepare licenses including, but not limited to liquor, operator, cigarette, electrical and other miscellaneous licenses per State of Wisconsin law and Village Ordinance.
5. Maintain strict confidentiality requirements.
6. Establish and maintain effective working relationships with the Village Board, Department Heads, Employees, other Governmental Agencies, and the public.

7. Communicate effectively with the public.
8. Work as an effective team member to assure optimal performance for all employees.

Minimum Qualifications:

1. Must be a citizen of the United States.
2. Must be at least 18 years of age or older.
3. Must have no felony or domestic violence convictions.
4. Must have a high school diploma or GED.
5. Must be proficient in speaking and writing in English language, proficient in other languages preferred but not required.
6. Must be able to operate a computer and use computer software, including applications and programs.
7. Must be able to operate a telephone.
8. Must be able to use a cash register and count money.
9. Must be able to operate a multifunctional copy machine.
10. Must be able to work in a confidential environment.
11. Must have a valid Wisconsin Driver's License, or ability to obtain one.

Desired Qualifications

1. Prior experience in local government and municipal services preferred.

NOTE: The work environment, characteristics, and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities. The Village is an Equal Opportunity Employer.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The Village retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this position description.