CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Office Assistant – Bayview Cemetery**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Parks and Recreation**	**EEO4CODE:AS**

JOB SUMMARY:

Provides customer service at Bayview Cemetery including sales of cemetery goods and services. Performs a variety of detailed clerical tasks requiring a broad knowledge of the Parks and Recreation functions and procedures including cemetery scheduling and recordkeeping, credit card, and invoice reconciliation, department payroll processing and data entry of service requests into a computerized work management system.

SUPERVISORY RELATIONSHIP:

Reports to Park Facilities Manager. Works independently under general direction in accordance with established methods, practices, policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

Bayview Cemetery:

1. Serves as Cemetery receptionist: answers telephone, in-person, electronic and standard mail inquiries regarding Cemetery services or activities. Explains standard cemetery policies, procedures and processes within scope of authority or refers to appropriate party.

2. Provides customer service in the sales of cemetery goods and services, utilizing the cemetery software and POS system. Creates and processes sales agreements in the Nexus software, receives and processes payment from customers. Generates, logs, and tracks right of burial certificates, affidavits, and other miscellaneous template forms in both the Cemetery software, and hard copy records files. Processes grave transfers of ownership, cemetery affidavits and conducts historical cemetery data research. Conducts vendor and pricing research as directed.

3. Coordinates, schedules, and arranges burials and installation of memorials with the public, private vendors, and various staff members. Verifies data associated with burials, memorial sales and services, ensuring compliance with cemetery policies and procedures; enters appropriate information in Nexus cemetery software. Edits reports and maintains hard copy records.

4. Receives and reconciles all payments to Bayview Cemetery and processes deposits in the Nexus software, as well as the City's POS Systems. May transport deposit to the Finance Department as necessary.

5. Performs monthly reconciliation and processing of invoices and credit card statements for payment. Includes review of monthly transactions folder for completeness and accuracy.

6. Updates cemetery procedures and customer information as directed.

Park Operations:

7. Prepares a variety of letters, memos, forms, spreadsheets, and reports as assigned. Proofs all documents to assure proper layout, arrangement, formulas, grammatical composition, and inclusion of all pertinent information.

8. Serves as Time Administrator for the Parks and Recreation Department. Runs preprogrammed payroll/timekeeping reports, verifies information and processes corrections as directed by management staff to ensure data is complete and correct; submits division payroll information to the Payroll Department within established deadlines.

9. Creates and processes service requests for the Park Operations Division using computerized maintenance management system.

10. Files, sorts and distributes mail, and posts notices or memos to employee bulletin boards. Replenishes office supplies, and places orders for retail supplies as directed.

ADDITIONAL WORK PERFORMED:

1. Serves as back up receptionist and office assistant for Park Operations or Department Administration Office as needed.

2. Performs other related duties within the scope of this classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Knowledge of and ability to apply and explain Department's purpose, policies, procedures, functions and practices.
- Knowledge of standard English usage, spelling, punctuation, grammar and letter format.
- Knowledge of various filing systems and ability to accurately maintain them.

Skill in:
- Strong computer skills including word processing, data entry/retrieval, spreadsheet applications, Web software applications and recordkeeping. Ability and willingness to learn new applications and techniques.
- Good oral and written communication and problem-solving skills for interacting with a diverse population including co-workers, program participants and the general public.
- Strong interpersonal skills, sensitivity and tact necessary to interact with a grieving clientele.

Ability to:
- Add, subtract, multiply, and divide with accuracy. Ability to use 10-key with speed and accuracy.
- Communicate effectively utilizing good interpersonal skills, courtesy, tact and good judgement.
- Use a variety of office equipment, including computer, typewriter, multi-line electronic digital phone system, 2-way radio systems, copier, fax, etc.
- Follow written and oral instructions; ability to prioritize and timely complete own workload while functioning as a member of a team.
- Ability to maintain the confidentiality of sensitive written materials and communications.
- Ability and willingness to work flexible hours as needed.
- Handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions, fluctuating workloads and changing priorities.
- Maintain consistent and punctual attendance.

– Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
– Physical ability to perform the essential functions of the position:
  - Visual acuity to read a computer screen and a typeset page;
  - Fine finger dexterity to operate a computer keyboard and mouse, etc;
  - Communicate verbally, in person and over the phone;
  - Ability to move between worksites and cemetery grounds;
  - Occasionally lift up to 20 pounds for office supplies.

WORKING ENVIRONMENT:

Work is performed in a busy, low risk office environment and requires sitting, standing, and using a computer workstation for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of progressively responsible clerical experience including receptionist duties and extensive public contact required.
- Ability to type at 45 WPM net.
- Intermediate utilization of computer software, including data entry/retrieval, spreadsheets, word processing and files maintenance required.
- A combination of experience and education which provides the applicant with the desired skills, knowledge and ability to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.

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