

## OFFICE ASSISTANT/CEMETERY CLERK – 1023

### GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs responsible clerical work providing assistance to the public in the purchase of cemetery lots and to the parks and recreation department; and does related work as required. Work is performed under regular supervision.

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; 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 preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

### ESSENTIAL FUNCTIONS/TYPICAL TASKS:

**Coordinates the purchase and opening of city owned cemetery lots, maintains files and maps, provides clerical assistance to the parks and recreation department.**

Processes customer requests for cemetery plots;

Coordinates with staff for marking of the grave;

Determines the cost of plot required, processes the paperwork

Researches incorrect data, responsible for living tree memorial records, certificates and ordering tree plates;

Collects, processes and prepares deposit slips on payment for cemetery plots and center activities

Answers telephone, placing incoming calls to various offices and connecting long-distance calls; and other facility reservations;

Receives and records messages; provides basic information to callers;

Enters and processes customer complaint information;

Acts as receptionist when necessary; greets visitors and provides directions as needed;

Performs basic typing and filing duties;

Makes copies of documents; handles money from center activities, athletic registrations, uniforms, shelter reservations and rentals;

Prepares and maintains various files and records;

Assist with payroll and time clock operations;

Assist in Center Supervision including issuing equipment and registering all participants for a variety of programs including athletics

Handles rental and reservation of recreational facilities, including park shelters and center rooms.

Sells fitness room memberships, checks participants in and out of fitness room

Required to be on call for cemeteries and opening/closing facility rentals, which includes weekends;

Maintains reasonable and predictable attendance;

Performs related tasks as required.

### KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of standard office practices, procedures, equipment and office assistant techniques; thorough knowledge of business English, spelling and arithmetic, thorough knowledge of the organization and functions of the department and of general administrative policies and practices; general knowledge of Microsoft applications (Word, Excel and Publisher); ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type at a reasonable rate of speed; ability to operate standard office and computer equipment; ability to prepare effective correspondence on routine matters and to perform routine office assistance details without referral to supervisor; 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 some clerical/office experience with computer skills.

### SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the State of North Carolina. May require Notary Public, CPR, First Aid, and AED certifications.