



CITY OF CRETE
Part-time Administrative Assistant

Job Status: **Non-Exempt; Part-time**

Reports to: **Community Assistance Director/City Administrator**

**Supervisory
Responsibilities:** **NONE**

I. GENERAL FUNCTIONS

The Administrative Assistant to the Community Assistance Director plays a vital role in supporting the operation and mission of the City of Crete's Community Assistance Office. The position provides direct assistance to residents, administrative support to the Community Assistance Director, and coordination of community resources and services.

II. ESSENTIAL DUTIES & RESPONSIBILITIES

1. Welcome and assist walk-in community members in a professional and courteous manner.
2. Assess immediate needs and provide information or referrals to available local, state, or federal programs.
3. Assist individuals and families in completing applications for public benefits, community assistance programs or other related services.
4. Connect residents to appropriate resources and services in collaboration with the Community Assistance Director.
5. Provide interpretation and translation services for Spanish-speaking residents as needed.
6. Answer and direct phone calls, take messages, and respond to inquiries promptly and professionally.
7. Schedule and confirm appointments for clients and the Community Assistance Office.
8. Maintain accurate and organized records, files, and documentation related to client interactions and community programs.
9. Support general office operation to ensure a well-organized, welcoming, and efficient work environment.

10. Assist in coordinating logistics for meetings, workshops, and community outreach events.
11. Assist in promoting and distributing information about upcoming programs, initiatives, and community resources.
12. Build and maintain positive working relationships with community members, partner organizations, and city departments.
13. Handle sensitive and personal information with discretion and maintain strict confidentiality.
14. Provide general administrative and program support as assigned by the Community Assistance Director.

III. OTHER NON-ESSENTIAL DUTIES

Other duties as assigned

IV. REQUIRED KNOWLEDGE, SKILLS, ABILITIES

1. Ability to efficiently read, write, and speak Spanish and English.
2. Effectively operate a computer with proficiency in word processing, database and spread sheet programs.
3. Ability to effectively work with people of all ages, disability, and backgrounds and communicate effectively, orally and in writing, in diverse situations.
4. Maintain a working understanding of City of Crete government policies and procedures.
5. Ability to learn, understand, and communicate relevant aspects of building, zoning, and flood plain regulations of the City of Crete.
6. Ability to assist in networking community residents with questions of legal significance, immigration, citizenship, and other questions and concerns with the proper individuals, entities, organizations, and agencies that provide these resources. *This position does not provide legal advice, but will make appropriate referrals.*
7. Knowledge of, skill in, and ability to relate to cultures of the majority and minority residents of, and/or contemplating moving to the Crete area.
8. Ability to work independently.

V. DESIRABLE TRAINING AND EXPERIENCE

Any combination of work experience and training that allows the essential duties and responsibilities of this position to be achieved. Preference will be given to job applicant documenting successful experience in like or similar positions, and who are computer literate.

VI. MINIMUM QUALIFICATIONS

1. Possess a Nebraska driver's license
2. Must be at least 21 years of age
3. Have high school diploma or GED
4. Must be able to legally work in the United States.

VII. NECESSARY SPECIAL REQUIREMENT

1. Must speak fluently in the English and Spanish Language.
2. Reside within 20 minutes of the City of Crete.
3. Must maintain a phone.

VIII. WORKING CONDITIONS & PHYSICAL EFFORT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

The physical demands described 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.

IX. OTHER

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee Acknowledgment of Job Description

This job description supersedes all previous job descriptions written for this position. I understand that this is a description of my current job duties and responsibilities. I understand that neither this nor the City's Personnel Manual is a contract for employment.

Employee Signature

Date

Supervisor Signature

Date

