



# TOWNSHIP OF RAY

County of Macomb

64255 Wolcott Road, Ray Township, MI 48096

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## Board of Trustees

Eric Crump, Supervisor

Lori Lascoe, Clerk

Betsy Bart, Treasurer

Betty Grader, Trustee

Joe Jarzyna, Trustee

## Staff Assistant Job Description

### Overall Responsibility:

The responsibility of the Staff Assistant is to perform the duties necessary to maintain the consistent operation of the office on a daily basis.

### Staff Clerical Duties:

- Answer all incoming “operator” calls and assist and direct caller as necessary.
- Respond to customer requests for general information, winter and summer tax amounts, inspection requests, parcel numbers, address changes, and other requests.
- Address resident complaints and maintain complaint logs as needed.
- Manage incoming and outgoing mail and drop box daily.
- Maintain postage machine and download postage, as necessary.
- Monitor incoming faxes; distribute as necessary.
- Monitor office, copy, and other supply quantities and order as needed.
- Keep inventory of and monitor kitchen/janitorial supplies to consolidate ordering and trips to purchase supplies.
- Assist each department with typing, filing, mailing and other duties as directed.
- Maintain all office calendars of scheduled events. Gather input from all departments, including Recreation, Senior, Staff, Board, Fire Department, etc. This includes wall, Outlook, website, senior, monthly, annual, etc.
- Maintain inventory of Township keys, along with monitoring the distribution of keys to Township personnel.
- Maintain and update Documents on Demand and posting of all public notices, agendas, and minutes.
- Prepare information and keep an accurate file of Freedom of Information Act Requests.
- Monitor the records retention schedules published by the State of Michigan; maintain records according to the schedule.
- Maintain current directory and information on telephone system, changing greetings and extensions as necessary.
- Maintain Address and Phone List in Excel for all staff to use.
- Maintain bulletin boards and information centers with current information.
- Maintain Senior Center records including sign-in sheets, event registrations, waivers, etc. Take payments and provide receipts for senior events. Prepare trip packages for Senior Director.
- Take Field Reservation Requests and maintain schedule for field usage. Post reservation schedules and maintain communication with coaches to ensure adherence to rules of park usage.
- Maintain Burn Permit Log, verify driveway lengths and advise residents of Address Sign Ordinance. Forward approved permits to Fire Department.
- Maintain record of park rentals, post reserved sign on pavilions, track deposits and request refunds.
- Assist Treasurer in receiving tax bills, stamp the bills and verify the check and/or cash received.
- Assist Assessor in receiving address changes, property transfers, and tax exemptions. Schedule BOR appointments.
- Prepare and distribute Welcome Packets for new residents and provide guidance on Township practices.

**Newsletters:**

- Distribute memo reminding all departments of newsletter deadlines.
- Gather newsletter information and prepare newsletter for mailing as scheduled by the Township Board. This includes ordering supplies, design and creation, printing, and EDDM preparation for the postal service.
- Prepare and distribute the Senior Newsletter Calendar on a quarterly basis.
- Prepare and post publications for the Senior and Recreation Department as requested.

**Computer and Website:**

- Update and maintain the Township website with meeting postings, closures, latest news, calendar items, Senior and Recreation events, and other necessary updates. Ensure accuracy and efficiency of all website pages.
- Oversee computer system, phone system, and office equipment. Work with IT advisor to resolve system and equipment issues.
- Update and maintain Facebook with events and news items.

**Customer Service Duties:**

- Answer all incoming “operator” calls and assist or direct caller as necessary.
- Assist customers at the counter with Burn Permits, address signs, park reservations, event registration, complaints, tax payments, property transfers, field sheets, copies, and other requests.
- Provide Notary Services to residents.
- Assist Seniors with any requests when Senior Director is not available.

**Accounting:**

- Create cash receipts for payments received in the mail or at the counter (other than tax payments). Provide to accountant for processing.
- Maintain petty cash and monitor balance daily. Request reimbursement as needed.
- Collect, code, and obtain sign-off for Township bills. Provide to accountant for processing.
- Obtain signatures and distribute checks monthly or as needed.
- Gather payroll information bi-weekly. Print checklists, review timesheets, and obtain sign-off. Provide to accountant for processing and obtain proper signatures for completed payroll reports.

**Building, Planning, and Zoning:**

- Provide backup for the Building Clerk as needed, including daily assistance with phone calls and counter service as well as absence coverage.

**Other Duties:**

- Any other duties as deemed necessary.
- Become a Certified Notary Public, if necessary, for Township.