



Office Assistant

Village of Parma | Village Office

Compensation: Pay based on experience

Classification: Part-Time, Non-Exempt

Schedule: 24 Hours Per Week (Monday – Wednesday)

Note: Hours/days may adjust based on Village needs. Includes a daily 30-minute unpaid lunch.

Reports To: Village Clerk / Village Board

Position Summary

The Office Assistant serves as the primary point of contact for the Village of Parma. This role is responsible for providing exceptional customer service to residents and visitors while supporting the Village Clerk with essential administrative, financial, and clerical tasks. The ideal candidate is organized, professional, and capable of handling diverse responsibilities in a municipal office setting.

Key Responsibilities

- **Reception & Customer Service:** Act as the initial greeter for all visitors. Address resident inquiries and concerns at the counter and over the phone with consistency, patience, and courtesy.
- **Communications:** Manage multi-line telephone systems, provide information, route calls to appropriate departments, and respond to voicemails promptly.
- **Financial Assistance:** Serve as a cashier for in-person and mail-in payments. Provide accurate documentation for all transactions and assist the Clerk with Accounts Payable, Utility Billing, and Cash Receipting.
- **Correspondence & Records:** Compose, edit, and distribute professional memos, reports, and notices. Maintain an accurate and organized physical and digital filing system.
- **Office Operations:** Manage incoming/outgoing mail and operate standard office equipment (copiers, scanners, and computers).
- **Collaboration:** Maintain a proactive, collaborative relationship with the Clerk, Village Board, Village President, and DPW personnel to meet community objectives.
- **Facility Stewardship:** Assist with the general cleaning, organization, and upkeep of the Village Hall to ensure a professional environment.

Required Qualifications

- **Technical Skills:** Proficiency in Microsoft Office (Word, Excel, Outlook) and general office equipment.
- **Financial Aptitude:** Experience in basic accounting, money handling, and processing transactions.
- **Communication:** Strong verbal and written communication skills with a focus on "professional language" and etiquette.
- **Reliability:** Ability to maintain a consistent schedule and adapt to changing Village needs.

Physical & Environmental Requirements

- Ability to work in a standard office environment.
- General light cleaning and organization of the office space as needed.

Please email resumes and cover letters to the Village of Parma office:

parmavillage@villageofparma.org or drop it off at 117 W. Main St. Parma, MI. during business hours Monday through Wednesday 8:00 am to 4:00 pm.