



General Information Assistant

Job Description

Department: County Administration
Position: Career Service
Grade: 716
Supervisory: No
Reports to: Administrative Services Manager

Summary

Under general guidance and direction of the Administrative Services Manager, provides first-contact customer service County-wide, in person and over the phone. Assists with clerical duties, as assigned. Incumbents serving in this classification must have considerable knowledge of County departments, functions, and services.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Greet and direct visitors and walk-in patrons in the County Administration Building lobby; provide accurate forms, publications, and informational materials relevant to their needs when appropriate.
2. Screen public inquiries and concerns; refer clients, visitors, and the public to the appropriate County departments and staff for specialized assistance; apprise departments of scheduled appointment arrivals, as needed.
3. Respond to information requests related to County services, programs, and general policies, practices, and procedures.
4. Manage a multi-line phone system, receive, screen, and direct incoming phone calls; provide initial response to general questions, complaints, or problems following established communications and information sharing policies, practices, or procedures.
5. Maintain and update operational resources, including standard operating procedures for the information desk and contact lists for State and County entities and departments.
6. Sort daily mail delivery for department mailboxes; fold and insert mass mailing for county departments, as needed.
7. Maintain records for the County Commission and County Public Meeting and Vacancy board.
8. Assist Records Management with organizing, prepping, and indexing documents for retention per state code; maintain confidentiality of all records, data privacy, and retention.
9. Prepare for scheduled shredding; move and stack boxes; break down and fold boxes.
10. Assist with the preparation, printing, and mailing of Annexation Applications in accordance with State Code requirements.

For Office Use Only

Job Code: 6877
Job Title: General Information Assistant
FLSA: Non-Exempt
Effective Date: 12/31/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

11. Maintain visual surveillance of the building's exterior via security camera system; communicate immediate threats or suspicious activities to designated security personnel.
12. Perform data input and record maintenance for multiple departments, as assigned.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of advanced customer service principles and public relations techniques
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of the functions and locations of County departments
- Knowledge of conflict resolution strategies and effective communication methods
- Skilled in effectively handling diverse public inquiries and complaints
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing and data entry
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to work with minimal supervision
- Ability to follow general instructions
- Ability to maintain a high degree of professionalism
- Ability to quickly identify and report inappropriate behavior to prevent and minimize potentially dangerous situations to County operations
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain confidentiality

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

Work is performed in a professional office environment. This employee routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. This position requires frequent contact with the public, which exposes incumbent to others' illnesses and to individuals who may be angry, agitated, or otherwise upset. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

For Office Use Only

Job Code: 6877
Job Title: General Information Assistant
FLSA: Non-Exempt
Effective Date: 12/31/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift office supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High School Diploma or equivalent.
2. One (1) year of clerical or customer service experience.

Preferred Education and Experience

1. Strong preference may be given to applicants who are bilingual in English and Spanish.
2. Preference may be given to applicants with additional years of clerical or customer service work experience.
3. Preference may be given to applicants who have a documented typing speed at or above the rate of thirty (30) WPM net.
4. Preference may be given to applicants who have documented proficiency in 10-key.

Additional Eligibility Qualifications

1. Selected applicants will be required to submit to a pre-employment drug screen and background check.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

For Office Use Only

Job Code: 6877
Job Title: General Information Assistant
FLSA: Non-Exempt
Effective Date: 12/31/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

Other Duties

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 of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

For Office Use Only

Job Code: 6877

Job Title: General Information Assistant

FLSA: Non-Exempt

Effective Date: 12/31/2025

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor