



OFFICE ASSISTANT

Part-Time: 16–20 Hours Per Week

Pay Range: \$21–\$25 per hour

Application Deadline: March 27, 2026

How to apply: Submit a completed employment application and resume in person at Town Hall or by email to manager@louisvilletn.gov

Definition

The Office Assistant performs a variety of front-desk, administrative, and financial support functions for Town Hall. This position serves as the primary point of contact for citizens and visitors and provides customer service, scheduling, payment processing, and general administrative assistance to multiple departments.

Duties and Responsibilities

The duties listed below are intended only as illustrative examples of the types of work that may be performed. Not all incumbents will perform all listed duties, nor do the examples include all essential functions that may be required.

Reception & Customer Service

- Serves as the primary receptionist for Town Hall, providing in-person and telephone assistance to citizens, visitors, and staff.
- Answers incoming calls, responds to inquiries, directs requests, or transfers calls to the appropriate department.
- Provides accurate general information to citizens and prospective residents regarding Town services, policies, and procedures.
- Maintains a professional, courteous, and helpful demeanor when interacting with the public, including handling complaints or difficult situations.

Administrative & Scheduling Support

- Schedules use of the Community Center, ballfields, and other Town facilities.
- Assists with scheduling occasional building inspections and coordinating related communication.
- Files, maintains, and organizes records and paperwork for all departments in accordance with retention requirements.
- Assists the Board of Mayor and Aldermen (BMA) and Administrative Assistants with daily administrative tasks as needed.

Financial & Payment Processing

- Processes payments accurately and in accordance with Town policies and procedures.

- Prepares and handles daily deposits.
- Updates, maintains, and processes delinquent accounts, including preparing accounts for collection when necessary.
- Maintains confidentiality and accuracy when handling financial and sensitive information.

Interdepartmental & Community Support

- Works closely with the Building and Codes Department to assist with building permits and prepare correspondence related to code violations.
- Processes business license applications and related documentation.
- Assists with Town-sponsored events and community activities as assigned.
- Learns and performs cross-trained duties to provide coverage when other team members are unavailable.

Other Duties

- Performs related duties as required or assigned to support Town operations.
- May require occasional evening or weekend work to support Town meetings or events.

Mandatory Qualifications

Education & Experience

- High school diploma or equivalent.
- Any satisfactory combination of education, training, and experience that demonstrates the knowledge, skills, and abilities necessary to perform the duties of the position.

Licenses & Certifications

- Must maintain a valid Tennessee Driver's License.

Pre-employment Requirements

- Employment is contingent upon the successful completion of a pre-employment drug and alcohol screening and a criminal background investigation, in accordance with Town policies and applicable state and federal laws.

Knowledge, Skills, and Abilities

The following are essential to the successful performance of the Office Assistant role:

Knowledge of:

- Office practices, procedures, and recordkeeping.
- Proper spelling, punctuation, grammar, and basic business correspondence.
- Town government operations, policies, and procedures.
- Basic personnel and customer service practices.

Skill in:

- Providing high-quality customer service to both internal and external customers.
- Multitasking and prioritizing work in a fast-paced environment.

- Maintaining organization and managing time effectively.
- Operating standard office equipment including computers, calculators, copy machines, fax machines, and related equipment.
- Using computer software applications such as Microsoft Word, Excel, and Teams, and learning new systems as required.

Ability to:

- Communicate clearly and effectively, both orally and in writing.
- Represent the Town in a professional and positive manner.
- Establish and maintain effective working relationships with employees, officials, and the public.
- Exercise sound judgment and problem-solving skills.
- Perform effectively under conditions of fluctuating workload and competing priorities.
- Maintain confidentiality and handle sensitive information responsibly.
- Attend training and professional development as required to maintain proficiency.
- Follow established safety rules, procedures, and policies.
- Maintain regular and reliable attendance.

Physical Demands of Position

While performing the duties of this position, the employee is frequently required to sit, stand, reach, and manipulate objects, tools, or controls. The position requires mobility throughout Town Hall.

- Duties involve regularly moving materials weighing up to 10 pounds and occasionally moving materials weighing up to 30 pounds.
- Manual dexterity and coordination are required for more than 50% of the work period while operating computer keyboards and standard office equipment.

Cross Training

The Office Assistant is expected to learn duties outside of their typical responsibilities and be cross-trained to provide coverage when other team members are absent.

Supervision Received

Works under the general direction of the Mayor and receives day-to-day functional guidance from the Administrative Assistant and/or BMA Assistant.

Equal Opportunity Statement

The Town of Louisville is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other protected status under applicable law.



Town of Louisville

Employment Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Email _____

Date of Birth: _____ Social Security No.: _____ Desired Salary: \$ _____

Position Applied for: _____ Date Available: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a felony? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

At-Will Employment

The relationship between you and the Town of Louisville is referred to as "employment at will." This means that your employment can be terminated at any time for any reason, with or without cause, with or without notice, by you or the Town of Louisville. No representative of Town of Louisville has authority to enter into any agreement contrary to the foregoing "employment at will" relationship. You understand that your employment is "at will," and that you acknowledge that no oral or written statements or representations regarding your employment can alter your at-will employment status, except for a written statement signed by you and the Mayor.

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____