

ADMINISTRATIVE SECRETARY

Job Description

DEFINITION

To perform the more complex and responsible administrative support functions for assigned departments; to perform a high level of skilled secretarial duties in support of City's administrative and operational programs/departments; to issue and process various permits and fees; and to function as a positive and cooperative team member.

DISTINGUISHING CHARACTERISTICS

This job class functions at the advanced journey level of job performance. Employees in this classification, under general direction, perform a variety of clerical, administrative, analytical, and customer service functions from the routine to complex for multiple departments/managers. Employees in this classification serve as the primary resource person regarding assigned departments'/programs' administrative and operational processes and procedures. Employees in this classification perform assigned duties in a highly independent manner according to overall directives and within the context of established guidelines. Positions assigned to this job class may be responsible for significant administrative/operational processes requiring specialized knowledge and skills in addition to excellent organizational and communication skills, and attention to detail.

SUPERVISION RECEIVED AND EXERCISED

Employees in this classification receive general supervision from a director or his/her designee within a framework of established policies and standard operating procedures.

Employees in this classification may exercise technical and functional supervision over other clerical staff, temporary workers and/or volunteers.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

- Oversees, monitors and participates in various clerical support for assigned and multiple City work units; maintains and develops multiple filing systems; oversees and participates in necessary word processing, billing, calculating, record keeping, photocopying, proof-reading and distribution for the City.
- Performs responsible and skilled secretarial duties in support of City management; performing and coordinating a variety of administrative details not requiring the attention of assigned management.
- Acts as a primary resource person regarding a variety of City's administrative and operational processes and procedures; responds to inquiries and requests from other City staff, public agencies and community organizations, businesses, and the general public; escalates or refers only the most complex and sensitive matters.
- Organizes, coordinates and schedules numerous meetings, committees, and other special projects to include setting the schedule, reserving facilities, contacting participants ordering and assembling materials and supplies and monitoring all related follow-up activities.
- Assists assigned director with various phases of the budget preparation and production process; producing related reports and information upon request.
- Coordinates travel arrangements; schedules and books air and land transport in coordination with event times, prepares and tracks requisition for expenses.

- Assembles, prepares and distributes meeting agendas; prepares and posts Notices of Public Hearings; reviews agendas for follow-up items.
- Performs receptionist duties; answers the telephone and initiates outgoing calls; greets visitors and responds to questions, referring to appropriate department or individual as necessary and takes messages.
- Provides customer service at the counter in collection of utility payments, issuing of permits for building, issuing licensing and processing licensing fees; provides general and specific information to the public regarding City services, programs and operations; provides interpretation of City codes; provides and explains zoning and parcel information to customers.
- Prepares building permit applications; finalizes routine applications; schedules inspections; files appropriate reports; and responds to customers' requests for information.
- Maintains complex records in compliance with federal, state and local regulations.
- Word processes a variety of materials and documents including memoranda, agendas, meeting minutes, reports, correspondence, logs, and forms from rough draft and/or written/verbal instructions and which require familiarity with pertinent governing regulations, policies, ordinances, and operational procedures.
- Researches a variety of information; gathering, compiling, and inputting data into computerized spreadsheets and/or databases; verifies data prior to inputting and proofreading output reports.
- Prepares a variety of reports periodically and as needed for multiple City functions and services; compiles data from appropriate databases, statistics, and other recordkeeping; analyzes data for reports.
- Assists all departments and staff as needed in a positive and proactive manner.
- Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Standard and accepted office practices, procedures and techniques.
- Standard and accepted English usage, spelling, grammar and punctuation.
- Standard and accepted receptionist techniques and telephone etiquette.
- Designated computer software and its applications.
- Basic principles and practices of developing and maintaining municipal records.
- Administrative and operational procedures and practices of City's departments and services.
- Standard and accepted principles and practices of data collection and report preparation.
- City's organization, policies and administrative/operational processes.

Ability to:

- Understand, interpret, and carry out a variety of both oral and written instructions in an independent manner.
- Word process accurately and at a speed sufficient for successful job performance.
- Utilize designated word processing, spreadsheet, database and specialized software programs accurately.
- Perform mathematical calculations including addition, subtraction, multiplication, and division with speed and accuracy.
- Identify problems/issues, collect relevant data, analyze options according to established criteria, and recommend appropriate course of action within prescribed alternatives.

- Operate a variety of office machines and equipment including computer terminal, peripheral equipment, fax machine, copier and calculator.
- Take and transcribe notes, minutes and/or dictation at a speed and manner sufficient for successful job performance.
- Establish and maintain a variety of recordkeeping/filing systems and/or databases including highly sensitive and confidential documentation and generate requested reports.
- Communicate effectively, tactfully and positively in both oral and written forms.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

TRAINING AND EXPERIENCE

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and abilities would be:

Training:

- The successful completion of the twelfth grade supplemented with coursework in business, office management, word processing or related fields.

Experience:

- At least three (3) years of progressively responsible work experience performing clerical/secretarial duties in support of administrative and operational processes; preferably with a public sector organization.

TYPICAL PHYSICAL REQUIREMENTS

Sitting for extended periods of time daily; standing and walking short distances. Minimal twisting, bending, stooping and lifting in the performance of assigned duties. Normal manual dexterity and eye-hand coordination required; repeated hand-wrist movement required. Corrected vision to normal range; normal hearing and talking is required, verbal communications required; ability to use a variety of office equipment and machines as referenced. Good memory and recall are necessary for the accurate and timely transfer of information.

TYPICAL WORKING CONDITIONS

Assigned work is normally performed in an office environment. Continuous contact with other staff, citizens, other agencies, and businesses as well as the general public.