

POSITION DESCRIPTION

Class Title: Administrative Assistant

Department: Public Works

Grade: 57

Date: 09/28/21

GENERAL PURPOSE

Performs a variety of routine and complex clerical, secretarial and administrative work in keeping official records, providing administrative support to the Administrative Assistant Supervisor and assisting in the administration of the standard operating policies and procedures of the City of Duncan.

SUPERVISION RECEIVED

Works under the direct supervision of the Public Works Director Department.

SUPERVISION EXERCISED

None, generally.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, data processing and bookkeeping.

Answers in-coming calls and routes callers or provides information as required.

Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Handles complaints inquiries and seeks resolutions to problems within knowledge and ability. Utilizes conflict management, persuasion and negotiation strategies to solve problems.

Assists in the procurement of department materials and supplies.

Operates listed office machines as required.

Provides clerical assistance, prepares agendas, and records action items for various boards and commissions; prepares agenda packets.

Receives incoming mail and processes outgoing mail.

Composes, types and edits a variety of correspondence, reports, memoranda, and other material requiring judgement as to content, accuracy, and completeness.

Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.

Plans conferences and training sessions.

Prepares records such as notices, minutes and resolutions; prepares, posts and distributes legal notices as required.

Establishes and maintains filing systems, control records and indexes using moderate independent judgement; maintains departmental records such as permit and inspection records, contractor licenses and invoicing, nuisance abatements and tax liens, reservation systems, purchasing and federal grant programs as assigned.

Schedules appointments for personnel in office.

Accepts applications for permits, licenses and hearings and checks these documents for completeness; assists citizens in understanding and completing the required information.

Works closely with funeral homes to obtain burial information, scheduling and genealogical information for records.

Participates in the operation of the City cemetery by planning, organizing & scheduling burials, showing and selling grave plots, preparing property deeds and coordinating plot ownership with the Mayor and City Clerk;

Schedules and orders graves opened and closed, tent and chairs and other setup requests.

Performs a variety of public relations and marketing duties which include providing assistance in site selection and payment; consults with bereaved families as required;

Maintains all burial records in the Rev3 Cemetery Software program and in hard copy; receives and processes burial permits, disinterment permits, indigent requests, quit claim deeds; researches old burial records, checks property information and gives grave locations, maintains funeral board for staff regarding scheduled interments and maintains necessary cemetery records for proper functions of cemetery.

Provides the Community Services Mechanic with research, parts lookup, trouble shooting, and purchasing parts and equipment; delivers parts to mechanic when delivered to office.

Performs other administrative and clerical duties as required.

PERIPHERAL DUTIES

Provides back-up clerical and administrative assistance to other personnel as needed.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school or GED equivalent;
- (B) Specialized course work in general office practices such as typing, filing, accounting bookkeeping and computer systems;

Necessary Knowledge, Skills and Abilities:

- (A) Skill in operation of listed tools and equipment;
- (B) Ability to perform duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations; ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials and the public.

TOOLS AND EQUIPMENT USED

Phone; typewriter; personal computer including word processing, spreadsheet, and data base software; copy machine; postage machine; 10-key calculator; fax machine.

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

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is frequently required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with ADA disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.