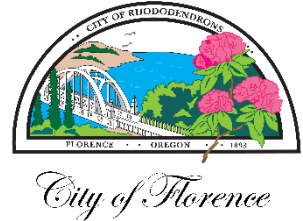


ADMIN. ASSISTANT II

(CITY MANAGER'S OFFICE) - POSITION DESCRIPTION



DEPARTMENT: City Manager's Office

SUPERVISOR: City Manager

DESC. DATE: November 2012

REVISED DATE: August 2018

BARGAINING UNIT: Non-represented

FLSA: Non-exempt

TYPE: Regular, Full-Time
(40 hrs./week)

SALARY GRADE 8: \$16.51 – 22.82/hr.

GENERAL STATEMENT OF RESPONSIBILITIES

Performs a variety of administrative functions, including functions of a confidential nature, in support of the department. An Administrative Assistant II with the City provides administrative assistance to the Department Head and department staff in furtherance of the goals of the department itself.

An Administrative Assistant II is primarily responsible for record keeping, communication, report writing and analysis, and general office functions, in addition to specific departmental needs. A successful Administrative Assistant II has a high degree of attention to detail, integrity and trust (both in terms of confidentiality and reliance), an ability to work independently, and a professional compatibility with other employees, volunteers, elected officials, and the public.

DISTINGUISHING CLASS CHARACTERISTICS

The City employs a number of administrative assistants in various departments. The core functions and requirements are the same amongst all administrative assistants, however, depending on the department, different additional duties, responsibilities, and priorities exist.

The City has three levels of Administrative Assistant. An Administrative Assistant I is distinguished from the Administrative Assistant II by the duties that are performed, which includes complex administrative duties requiring detailed knowledge of assigned areas and a broad general knowledge of all departmental functions, policies, and procedures.

ESSENTIAL FUNCTIONS – Examples of Duties

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties may include, but are not limited to, the following:

DEPARTMENT SPECIFIC FUNCTIONS

- Assist department staff in completing assignments provided by various members of the Department.
- Prepare and distribute packets and document to individuals as part of meeting preparations.
- Train with assigned staff to perform back-up support in the administration department.
- Practice and perform excellent internal customer service, including being knowledgeable in answering questions from staff or the public.

RECORDKEEPING

- Manage official City documents, files, and records, including scanning and archiving, in accordance with state records retention laws and the city-wide records retention policy.
- Research and retrieve documents to provide information in response to internal and external requests for information.

- Manage and keep track of receipts and travel arrangements. Use this information to create, review, and submit purchase requests for processing to Finance.
- Manage department training requirements and schedules to ensure certifications do not expire.

COMMUNICATION

- Schedule, coordinate, and keep current the Department Head's calendar.
- Secure and arrange meeting space and materials for meetings, including set up and cleanup of meetings.
- Answer the phone, screen calls, respond to questions, and take messages or refer to other staff as necessary.
- Prepare, write, and edit correspondence for the Department. This includes monthly newsletters, staff updates, press releases, and other communication with City staff, volunteers, members of the public, and elected/appointed officials.
- Track and follow up on all conversations (both orally and in writing) to ensure that responses from the department are timely and responsive.
- Prepare for and welcome guests to the department prior to scheduled meetings.
- Assist in making travel arrangements for department staff and follow the travel and training policy.
- Provide departmental website support, maintenance, and updating as needed.

REPORTS & PROCESSES

- Prepare, write, and edit reports and provide analysis as directed or needed.
- Prepare weekly purchase requests for all invoices.
- Review and ensure time sheets and other materials as assigned are accurate and comply with city policies and procedures, as well as state laws.
- May assist in preparing, writing, and administering grant applications.

GENERAL OFFICE FUNCTIONS

- Schedule, train, and work with volunteers, interns, and elected/appointed officials.
- Maintain and purchase supplies for standard office equipment.
- Prepare mailings and accurately sort and deliver mail.
- Maintain a clean, orderly, and welcoming office space. Greet and make guests welcome.
- Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information, as well as, updating the City website with information and events.
- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Developing specific goals and plans to prioritize, organize, and accomplish your work.

An Administrative Assistant may be asked to perform other duties than the above. May also be asked to assist other departments from time to time as a backup.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- General office practices and procedures, including administrative and clerical procedures and systems.
- Standard office equipment.
- Advanced knowledge of Microsoft Office and Adobe Professional software.
- Website Content Management Systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills in:

- Writing — Communicate effectively in writing as appropriate for the needs of the audience.
- Active Listening — Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Understand written sentences and paragraphs in work related documents.
- Speaking — Talk to others to convey information effectively.
- Time Management — Manage one's own time and the time of others.
- Service Orientation — Look for ways to help people.
- Coordination — Adjust actions in relation to others' actions.
- Critical Thinking — Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitor/Assess performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Social Perceptiveness — Be aware of others' reactions and understanding why they react as they do.

Ability to:

- Craft formal, professional documents, correspondence, and reports.
- Succeed in a busy and occasionally stressful environment.
- Complete assigned duties in a timely manner, while dealing with frequent interruptions and changes in priority and deadlines.
- Comprehend departmental policies and procedures and to make sound recommendations and conclusions based on analysis of those policies and procedures.
- Work independently with minimal direction.
- Tactfully communicate with diverse individuals with varied backgrounds and communication styles.
- Maintain confidentiality and establish working relationships with co-workers.

MINIMUM/SPECIAL QUALIFICATIONS

Education and Experience

- High school diploma or equivalent; and
- Three (3) years of executive administrative or secretarial experience; or
- Any satisfactory experience that demonstrates the required knowledge, skills, and abilities necessary to perform the essential functions of the position.

Software Experience

- Must demonstrate sufficient experience with Microsoft Office Suite.

Other

- Obtain CJIS Clearance through the Florence Police Department prior to start.

PREFERRED QUALIFICATIONS

The ideal candidate would also have the following experience:

- Knowledge of municipal government functions.

- Experience maintaining and using website Content Management Systems.
- Experience in delivering internal customer service in a support function.
- Grant writing and administration.
- Possession of or ability to obtain a notary certificate.
- Bookkeeping, accounting, and/or public budgeting.

SUPERVISION RECEIVED & EXERCISED

Works under the supervision of the Department Head with general direction from the Department Head's designee(s).

Exercises no direct supervision of staff.

PHYSICAL DEMANDS

The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls. Duties involve moving materials weighing up to 10 pounds on a regular basis and up to 40 pounds on an infrequent basis. Manual dexterity and coordination are required.

WORKING CONDITIONS

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 disabilities to perform the essential functions.

Usual office working conditions. The noise level in the work environment is typical of most office environments. Primary work environment is a climate-controlled office setting. Must possess ability to work in standard office setting and use standard office equipment. May be required to speak before an audience. May deal with stressful situations or distraught individuals. Occasional operation of a motor vehicle on public roads.