



Administrative Assistant – General

Department:	Community Services/Economic Development	Pay Grade:	NE-9
Bargaining Unit:	AFSCME Council 2	FLSA Status:	Non-Exempt
Revised Date:	1/20/2022	Reports To:	Community Services/Economic Development Director

POSITION PURPOSE: Under general supervision, plans and performs complex administrative office coordination to assure smooth, timely and efficient office operations for the department or assigned office; relieves supervisor of technical clerical and administrative duties having department-wide impact; researches, collects, analyzes and compiles data and information for inclusion in reports; maintains complex financial records, files and budgets related to departmental operations, programs and expenditures.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Performs various administrative duties including answering telephones and greeting visitors; provides information in person or on the telephone or refers to appropriate department personnel; opens, screens and routes mail.
- Develops, prepares, reconciles, and maintains computerized records, inventories, maintenance management systems, lists, logs, and files related to office and field activities, customer service and other data specific to the assignment.
- Composes, prepares, and types a variety of correspondence, memos, reports, and other materials specific to the assignment; proofreads materials to assure accuracy and completeness.
- Plans and performs complex administrative office coordination; Organizes and coordinates office functions, activities, and communications; assures efficient workflow and office operations.
- Develops and maintains a filing and record system as needed for assignment.
- Researches, summarizes, and prepares information as directed on a variety of department topics for dissemination to the public through media and presentations, community meetings and City literature.
- Provides staff support and administrative assistance to boards and committees; prepares reports, minutes, agendas, correspondence, and other materials as appropriate and according to decisions and approved actions.
- Maintains up-to-date department information on the City's website.
- Composes, prepares, and types a variety of correspondence, memos, reports, and other materials and proofreads materials to assure accuracy and completeness.
- Operates office machines including computers, printers, scanners, copiers, calculators, and other related equipment as assigned.
- Performs a variety of special duties, projects or activities of assigned department or office as assigned.

Required Knowledge of:

- City organization, procedures, federal and state laws.

JOB DESCRIPTION

Administrative Assistant - General

- Administrative functions and operations of a City government.
- Research methods, data collection and statistical analysis.
- Accurate, lawful, and efficient record-keeping techniques.
- Budget monitoring and control including proficient skills in mathematics.
- Interpersonal skills using tact, patience, and courtesy.
- Principles of customer service and public relations.
- Proper telephone etiquette.
- Effective oral and written communication principles and practices.
- Modern office procedures, methods, and equipment including computers and computer applications sufficient to perform assigned work.
- Effective communication in English, spelling, grammar, and punctuation.
- Principles of business letter writing.

Required Skill in:

- Performing technical clerical and administrative duties having department-wide impact.
- Planning and performing technical administrative office coordination duties.
- Maintaining records, files, and information in compliance with laws, policies, and procedures.
- Interpreting, applying, and explaining rules, regulations, policies, procedures, and laws.
- Successfully meeting schedules and timelines.
- Preparing a variety of reports, logs, records, and files related to assigned activities.
- Maintaining confidentiality of sensitive information; working confidentially with discretion.
- Being flexible and able to work with diverse personalities.
- Researching a variety of subjects and presenting information in an efficient, accurate manner.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Meeting schedules and timelines and ability to work independently.
- Communicating effectively verbally and in writing including public relations and customer service.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent supplemented by course work in business administration, office management, office administration or related field and three years of increasingly responsible administrative office support experience. An equivalent combination of education, training and experience that will allow the incumbent to successfully perform the essential functions of the position may also be considered.

Required Licenses or Certifications:

- Valid State of Washington Driver's License. A driver's abstract is required and will be reviewed according to the City's insurance requirements.
- A background check is required. Criminal history is not an automatic employment disqualifier. Results are reviewed on a case-by case basis.

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WORKING CONDITIONS:

Environment:

- Office environment.
- Constant interruptions.

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Reading and understanding a variety of materials.
- Operating/using a computer keyboard and other office equipment.
- Sitting, standing, or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling, or crouching, reaching above shoulders, and horizontally or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting up to 20 lbs.

Hazards:

- Contact with dissatisfied or abusive individuals.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____