



JOB DESCRIPTION

Title: **ADMINISTRATIVE ASSISTANT**
Department: Mayor's Office
Class Code: 0625
FLSA Status: Non-Exempt
Effective Date: September 2019

GENERAL PURPOSE

Under the supervision of the Mayor and executive staff, provides daily administrative and office support. This is a highly confidential position for the Mayor and executive staff.

ESSENTIAL DUTIES

- Responsible for opening and closing the office on workdays. Has primary responsibility for answering phones; returns phone calls; screens and routes calls and walk-ins to appropriate people. Directs complex questions to city departments and/or senior staff. Provides positive and efficient customer service; assists people with information; represents the Mayor and his staff appropriately to constituents.
- Coordinates appointment process for boards and commissions including interview scheduling, assembling documents, and completing council request forms. Ensures timely appointments and reappointments; keeps an updated list of active members with contact information and term dates.
- Pays invoices; completes purchase card reconciliations for staff members; provides input into departmental budgets; inventories and purchases minor office supplies.
- Provides calendar management and coordination of logistics for each activity as needed. Handles conference and event registrations; coordinates travel arrangements and travel itineraries for all staff members.
- Oversees maintenance of office equipment.
- Plans and coordinates special projects or community events of a large nature under the direction of a supervisor. May occasionally represent the City at such events.
- Identifies potential problems; performs routine research and analysis and offers practical solutions to customer problems involving internal and external departments.
- Under supervision, drafts correspondence; writes and edits reports and documents using an in-depth knowledge of office procedures and processes; creates filing systems; prepares agendas, paperwork, proclamations, etc. for meetings.
- Provides input on community outreach, social media campaigns, and other methods of engaging the public. Assists in creating social media content and outreach materials.
- Monitors the city website to ensure content is up to date and accurate.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High school graduation, plus two (2) years of office administrative experience.

Supervisory Requirement

- This position has no supervisory responsibilities.

Necessary Knowledge, Skills and Abilities

- In-depth knowledge of office practices and procedures; in-depth knowledge of the proper use of grammar, punctuation, and spelling; working knowledge of the department and the functions it performs.
- Skill in using the telephone, computer, fax machine, scanner, copier, and other general office equipment. Ability to collaborate with different departments in web development and software designs to create graphical user interfaces, Web forms, and so on for company sites.
- Ability to use Microsoft Outlook, Word, PowerPoint, Excel, Adobe products, and other software applicable to the organization. Experience with Tyler/Munis is desirable.
- Ability to prioritize and plan work daily.
- Ability to type and enter data quickly and accurately.
- Superior customer services skills are essential.
- Ability to communicate both verbally and in writing; ability to create effective working relationships with employees and the public and to maintain confidentiality.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing, spreadsheet, and database software; iPad or tablet device; phone; copy, scanner and fax machine, and other equipment pertaining to this position.

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 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, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally 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 disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____