



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

NOTE: This class specification represents various jobs in numerous City departments. Although the specific duties of the job in each department may differ, the jobs have been combined into one Class Specification that represents the primary purpose of the job and minimum qualifications that are required in each department. Just because the position reports to a Manager or Executive Assistant doesn't mean it automatically fits into this classification; all of the primary functions, responsibilities and related requirements must be considered.

Administrative Assistant

Department: Various

Reports to: Manager or Executive Assistant

Pay Grade: H06

Date Established: 10/2016

Date Revised: 11/2016

FLSA Status: Non-exempt

CLASSIFICATION SUMMARY

The Administrative Assistant performs a wide range of office support functions using independent judgment in applying existing policies and procedures to complete assignments and respond to non-routine inquiries and explain department/division services, policies, procedures and rationale for decisions to customers. The position serves as a point of contact for staff and/or the public to know who's doing what and where, and to coordinate office functions and perform clerical/secretarial/administrative support duties with considerable independence and discretion in applying policies and procedures.

The position may be assigned to manage and maintain one or more department specific databases, requiring knowledge of department programs and objectives. The job includes research, compilation and organization of materials/data for staff use and/or preparation of reports or presentations. Duties include composing correspondence on own initiative or from general instructions, formatting and typing a variety of sensitive, confidential, official and/or legal letters and documents. The Administrative Assistant position assists in invoicing, processing accounts payable and accounts receivable, payroll and time records and includes preparing required reports (daily, monthly, annually), and maintaining related files.

The position maintains office records and files, coordinates communications, and provides support for various meetings. The position may be assigned special projects.

The Administrative Assistant works independently under limited supervision following prescribed policies, procedures and guidelines requiring initiative, independent judgment, confidentiality, sensitivity to customers and meticulous follow through.

Work requires attention to detail and good organizational skills, and is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent.

The job works in a general office environment with a moderate noise level.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

May perform special projects that may require independent research and analysis, handles difficult or upset citizens, researches problems, prepares and maintains reports for specific department functions, manages/maintains various department specific database, composes correspondence, and prepares reports on selected issues and processes. May dispatch calls in some departments.

Creates and closes files or work orders, compiles and monitors report data, and enters data into database software; coordinates responses to constituent emails and communications by providing direct responses or directing inquiries to the appropriate unit or person; and provides support for various meetings, including transcription.

Interprets governing regulations, policies and procedures as needed to assist customers or other staff, and maintains files, records and department contracts.

Answers inquiries and provides information to the public, other City departments, businesses and private individuals.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

This classification is distinguished from the Department Specialist by the overall complexity, difficulty and independence required for the position. Guidelines and precedents to follow are less detailed and explicit than the Department Specialist.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Department programs, objectives, policies and procedures;
- Customer service principles and procedures;
- Database management;
- Principles and procedures of record keeping and reporting;
- Modern office functions, management, processes and procedures;
- Operation of standard office equipment and a personal computer and job-related software applications for word processing, spreadsheets, desktop publishing and other required applications.

Skill and Ability to:

- Coordinate and monitor administrative functions to ensure efficient and accurate work flow and related products;
- Interpret, apply and explain complex information such as regulations, policies or services;
- Perform complex administrative functions such as record keeping, file maintenance, prioritizing assignments, performing special projects and preparing reports;
- Perform database management;
- Answer inquiries and provide information to the public, other City departments, businesses and private citizens;
- Independently research, compile and organize materials to prepare reports, handle complaints or resolve problems;
- Operate a personal computer and job-related software applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Maintain a professional demeanor and confidentiality of work performed at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED;

- Preferred Associates Degree in Office Practices or related field;
- Three (3) years' related administrative support experience, preferably in a governmental environment;

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office environment. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.