ADMINISTRATIVE ASSISTANT-PUBLIC WORKS

POSITION SUMMARY

This position provides administrative and secretarial support for designated staff members in the Public Works Department. Independent judgment is required to plan, prioritize, and organize diversified workload, recommends changes in office practices or procedures. Requires excellent oral and written communication. Coordinates closely with other city departments.

RESPONSIBILITIES

Essential Duties:

- Provides administrative support to designated staff members.
- Assist with presentation, preparation of materials and public notices for meetings.
- Attends departmental coordination meetings, prepare agendas, take and prepare minutes and provide administrative support for Boards, committees and City staff.
- Maintains project summaries and status worksheets.
- Assist customers via telephone calls, emails, and in person responding to complaints, providing information and assistance with payments, account status, departmental questions, and redirecting customers to appropriate departments when necessary.
- May assist department head with annual city budget preparation.
- Prepares and administrates department specific permits.
- Maintains and updates filing systems.
- Prepares general correspondence, memos, reports, spreadsheets, PowerPoints, etc.
- Provides information to update the city website.
- Prepare various reports (monthly and annually), newsletter, and department presentations, which may require research and/or analyzing data.
- Tracks project funding sources and expenditures.
- Prepares and handles mailing, mass mailings. Prepares Request for Qualifications, Bid Proposals, and Public Notices
- Prepares bid tabulation worksheets.
- Assembles and handles highly confidential and sensitive information.
- Organizes and files political agency contracts with outside parties
- Maintains and provides safekeeping of documents, files, data imaging and databases for various committees and departments.
- Process daily deposits and pre-authorized payments, modifies commercial and residential utility accounts, writes and processes miscellaneous charge receipts.
- Ability to generate reports, tickets, and payments using the scale software system for the Solid Waste/Recycling department.
- Maintain all customer account information, account status, and accounting/price information in scale system and Solid Waste Division database.
- Enters service requests and work orders into software tracking system.
- Creates and Monitors accounts for Potable fill Station and Septage Receiving Station. Review and process a variety of department level accounting related information to

include accounts payable, accounts receivable, pay estimates, permit and license fees, and cash receipts.
- Provides back-up to other departments as needed.
- Tasks are multiple and diverse with some interrelationship across processes.
- Handles some unrelated functions. Work requires the direct application of a variety of procedures, policies, and/or precedents.
- Performs other duties of a similar nature as required.

Knowledge, Skills and Abilities: (position requirements at entry):
- Customer service techniques and skills.
- Excellent communication skills and phone etiquette.
- Familiarity with City geography and street locations.
- Knowledge of department specific terminology and applications.
- Ability to maintain accurate files and records.
- Ability to multi-task, prioritize, plan and organize while reaching deadlines.
- Ability to prepare written communication, type memos, reports and letters.
- Ability to track and monitor expenditures.
- Ability to use computers and multiple software applications. Ability to use various office equipment.
- Ability to perform basic mathematical calculations.
- Ability to provide a high level of confidentiality.
- Ability to gather and compile data.

Judgment/Decision Making:
- Performs tasks and duties under general supervision, using established policies and procedures and some innovation.
- Chooses from limited alternatives to resolve problems.
- Requires a great deal of accuracy to ensure correct reports, information, and decisions.
- Occasional independent judgment is required to complete work assignments.
- Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:
- Assists with the onboarding of new employees.
- Works with scale representative to provide accurate record keeping data and relate route information to other employees.

Relation to Others:
- Regular and substantial contact with others, usually involving discussion related to the interpretation of policies or rules. May handle sensitive or complex information.
- Will include fielding telephone calls, receiving and directing visitors/customers.

- Assesses and diffuses problem situations which requires influencing others to reach consensus. Explores alternative and creative solutions to meet the needs of customers.

SKILLS

Education and Experience (position requirements at entry):

- High School Diploma or General Equivalency Degree (G.E.D)
- Two years of administrative assistant experience or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements (position requirements at entry):

- Valid Driver's License
- Computer literacy and excellent proficiency with Microsoft Office.

WORKING CONDITIONS

Environment:

- Positions in this class typically require: sitting, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions. Sedentary Work: Exerting up to 50 pounds of force occasionally and/or a negligible amount of force frequently. Sedentary work involves sitting and working at a computer most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Work related travel is minimal.

Classification: Grade 11 (G-11)
FLSA: Non-Exempt
Created and updated to new format: 05/23/2013; 7/6/16
Approved by CSC: 5/24/13, 7/15/16
Updated: 08/12/2020, 12/02/2020, 2/2/22 by PW Director Zuroff, HR Nameniuk, 6/16/2025 updated grade to match new pay scale – NT.