

JOB TITLE: Administrative Assistant

CLASSIFICATION: Non-exempt

DEPARTMENT: Public Works

REPORTS TO: Department Head/Division Manager

PRINCIPLE PURPOSE OF JOB: To champion communications, customer service, fiscal vitality, and responsiveness within the Public Works Department. The position is responsible for the development of advocacy and excellent service for our customers while overseeing fiscal dynamics of Public Works Facilities and Equipment. Independently manages the department office. Manages the day-to-day administration and execution of six separate operating budgets in the excess of \$4 million Provides administrative support to the Public Works Manager of Facilities and Equipment and division staff as directed. Manages databases, records, and provides overview of administrative functions that support the operations of the division.. Coordinates with customers, management and other organizations and agencies to resolve technical and administrative issues. Responsible for ensuring that division and City purchasing policies are followed.

LEVEL OF AUTHORITY: Manages administrative responsibilities independently with only general direction, ensuring that applicable City ordinances, governing laws and generally accepted procedures and practices are followed.

WORK ENVIRONMENT: Work is performed in a fast-paced office setting with frequent interruptions from customer phone calls, City staff, company representatives and citizens. This is a construction/maintenance environment that is frequently noisy with objectionable odors and dust.

ESSENTIAL JOB FUNCTIONS:

1. Champion communications with our customers; maintain liaison with managers and major customers. Respond to public inquiries by telephone or in person to resolve concerns, or refer questions to the appropriate staff or other agencies as required.
2. Act as office manager and coordinator. May, as directed, supervise, train and evaluate other secretarial or clerical staff.
3. Responsible for planning, directing, organizing, and controlling the formal accreditation process for the Public Works Department through the American

- Public Works Association (APWA). Following Accreditation, is responsible for maintenance and upkeep of Accreditation documentation and reporting.
4. Maintain detailed accounting of expenditures, prepare requisitions and purchase orders, verify invoices, and order supplies and equipment.
 5. Manages the day-to-day administration and execution of six separate operating budgets in the excess of \$4 million.
 6. Provides administrative support to the Public Works Advisory Board, and the Public Works Council, entailing attending meetings to take and transcribe minutes.
 7. Manages the Citywide Nextel Communication System, Pacific Pride fuel system, and facility security system. Coordinates and controls authorization and access cards to the Maintenance Facility for City and School District users. Manages the Citywide Commercial Drivers License database to notify departments and employees of renewal schedules.
 8. Screen, classify records, and track all division work requests.
 9. Manages and tracks performance indicators for the organization.
 10. Provides administrative support to computer based management systems.
 11. Customer Service Manager for Public Works. Develops action plans that respond to customer's issues and concerns, and advises managers in the use of the department's products and services and relevant policies and procedures in fulfilling the customer's needs.
 12. Markets Public Works services to ensure the community understands services available for their use.
 13. Plans, estimates, schedules and tracks work.
 14. Performs analysis and reports on work trends, productivity and other department functions.
 15. Researches and recommends policies and programs to the Division Manager. Contacts various agencies, as necessary, for assistance in such programs and prepares appropriate support materials.
 16. Independently manages special projects that may arise such as special event coordination, water and energy conservation programs, audits, and special citywide initiatives.

ADDITIONAL JOB FUNCTIONS

1. May perform duties of work of higher classified positions, as assigned.
2. May perform duties of similar complexity in any City department as assigned.

QUALIFICATIONS AND CAPABILITIES

1. Must have or be able to quickly acquire knowledge of departmental program structure (mission, goals and objectives), department policies and procedures.
2. Must have associates degree, or comparable experience, as evidence of a broad education and an ability to deal with diverse situations and diversity of people.
3. Must have a minimum of six years office management or increasingly responsible secretarial/administrative experience, preferably in a Public Works or Facilities Management Department. Desirable to have previous experience in local government.
3. Must be able to operate a computer. Must be proficient in Microsoft programs including but not limited to Excel, Access, Outlook and Word. Must be able to learn other software programs required by the department.
4. Must have ability to plan, schedule, supervise and evaluate the work of assigned staff for proficient performance and high morale.
5. Must type a minimum of 60 words per minute with accuracy in a setting with many interruptions and transcribe from dictation equipment, handwritten drafts or verbal dictation.
6. Must have a sound knowledge and ability in business correspondence and an ability to proofread for grammar, spelling and punctuation with a high degree of accuracy.
7. Must be able to do basic accounting and mathematical computations with a high degree of accuracy, for example to calculate travel expenses or assist with budget calculations.
8. Must maintain professional and technical expertise through participation in continuing education.
9. Must possess a valid Washington State driver's license.
10. Must be able to get along with a diverse array of people.

Physical

1. Ability to sit at a workstation for extended periods.
2. Ability to stand, work and drive throughout the day.
3. Occasional ability to lift, carry and put away parcels weighing up to 25 pounds.

Other

1. Ability to communicate effectively with diverse, and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.
2. Excellent memory and organizational ability, in order to set priorities, organize workload, handle multiple responsibilities and meet deadlines.
3. Ability to multi-task, and to make adjustments to priorities throughout the day.
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Use of Tools

Standard office equipment including personal computer, Microsoft Office Suite, memory typewriter, two-way radio, multi-line telephone system, fax machine, copier, 10-key calculator and dictation equipment.

OTHER

1. As an absolute condition of employment, employees are required upon hire to sign a drug-free workplace agreement and an agreement not to use tobacco products of any kind while on the job.
2. The statements contained in this job description reflect general details necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.
3. Following an offer of employment and prior to start of work individuals may be required to have a pre-employment physical examination by a physician designated by the City. The City will pay for the examination. Satisfactory clearance to perform essential job functions will be required for employment.