

City of Toppenish Class Specification

Title: ADMINISTRATIVE
ASSISTANT

Department: ALL

FLSA Status: Non-exempt

Reports To: Department Director

Pay Grade: 3

Effective Date:

General Summary

Provide a variety of intermediate level secretarial duties, including composition, word processing, filing, records creation/keeping, invoice coding, and calendaring for department director. Greet visitors, answer phones, provide routine information, and direct customers and/or staff to the appropriate individual(s). Assist department director in a wide variety of work tasks and projects. This is a generic job description which describes typical secretarial duties.

Essential Functions/Major Responsibilities

Compose a variety of correspondence, memos, reports, forms and notices in a professional manner.

Schedule appointments, coordinate meetings and advise on itineraries.

Utilize, maintain and operate a variety of office equipments such as personal computers, printers, copy machines, fax machines, postage meters, 10-key calculator and other standard office equipment.

Provide service to employees, customers, etc. in person, via telephone and/or via email.

Place outgoing calls, answer telephones, route calls and give information to callers.

Sort, scan, date and route incoming mail.

Perform general word processing.

Proofread material to assure proper layout, arrangement, grammatical composition, indexing, and inclusion of all pertinent information from the source.

Organize, maintain and assume custodial responsibilities for departmental files and records.

Review and organize employee time card data for department director approval.

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Communicate with departmental employees via radio.

Secondary Functions

Perform minor custodial duties (office/restroom).

Record and code departmental invoices for department director approval.

Perform a variety of special projects as requested by department director.

Perform other related duties to relieve those to whom assigned of office details and routine administrative matters.

Job Scope

Position encounters recurring work situations with occasional variations from the norm. Job involves a moderate degree of complexity or difficulty as a result of changing governmental rules, regulations and procedures. Operate from established and well-known procedures. Job tasks are usually performed independently with minimal supervision. Work is normally checked or verified by person who assigned the work. Errors in work or judgment could cause time delays and add to project costs. Decisions are normally made within City organization policy constraints.

Supervisory Responsibility

Job does not have supervisory responsibility.

Interpersonal Contacts

Contacts are normally made with others within the City organization and utility customers. Contacts contain some discussion about confidential/sensitive matters. Contacts are primarily made in person, and via telephone and email. Contacts are usually made at the supervisor's request.

Specific Job Skills

Ability to keyboard at a rate of 55 words per minute. Possess a strong knowledge of secretarial and office procedures. Possess good knowledge of grammatical composition. Ability to utilize a variety of standard office equipment. Ability to monitor several audible communications devices, such as telephone, fax and radio, while performing other duties. Possess strong interpersonal skills, telephone etiquette, the use of discretion in all contacts, and the capacity for teamwork. Mental activities include decision making, applying interpersonal and customer service skills, use of discretion and participating in a team environment. Physical activities require sitting, talking, reaching, hearing, seeing, handling, grasping, repetitive motions of hand/wrists, keyboarding and walking. Job may require lifting or carrying up to twenty pounds.

Education and/or Experience

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Position requires an Associate's degree or equivalent specializing in Business Administration, Management, Customer Service, Office Operations, or related discipline and a minimum of two to four years related experience, or equivalent education and experience.

Job Conditions

Work is performed in an office environment with periods of potentially stressful situations and/or frequent interruptions. Position may come into contact with irate customers.

APPROVED:

Scott D. Staples, City Manager