

## **CITY OF TOPPENISH**

### **Class Specification**

---

**Title:** Administrative Assistant

**Department:** All Departments

**Reports To:** Office Manager, Department Manager, or Director

**FLSA Status:** Non-exempt

**Salary:** per CBA

**Union Status:** Represented

**Effective Date:** September 15, 2023

---

#### **General Summary**

Under general supervision, performs a variety of responsible, moderately complex clerical, bookkeeping, and administrative tasks within a specific city department or departments; applies considerable independent judgment in making responsible decisions, resolving unique problems, and interpreting moderately complex City code, ordinances, regulations, and processes to complete the related work as required.

#### **Essential Functions/Major Responsibilities**

Greets/responds to visitors by phone, in person, or by email with a customer service focused approach; screens, answers, and routes to appropriate staff, a wide range of inquiries; provides a variety of technical information on all aspects associated with the purpose and functions of the department and assigned work.

Creates electronic documents from rough drafts, such as official/professional letters, memorandums, reports, requisitions, forms, or other similar documents; composes routine correspondences; takes meeting minutes and converts into electronic documents; proofreads and corrects grammar, spelling, punctuation, layout, and format, without disruption of facts or intent errors.

Collects, sorts, and distributes incoming correspondence, invoices, receipts, and related documents; processes invoices, receipts, purchase orders, statements, reports, or other documents; inputs invoices into city's accounts payable system; verifies posted entries, totals, or computations for accuracy; distributes payroll checks.

Maintains files and records; prepares renewal or reminder notices; accepts/files completed applications/fees for licenses or permits on regulated items or department business; receives cash/checks and issues receipts.

Provides office support functions for a department serving one or more supervisory or managerial positions; maintains operational manuals outlining process and procedures; assists as requested with the creation of meeting agendas; assists all department staff by performing

routine administrative efforts including the relay of information in person or by phone, as directed by their supervisor(s).

Operates and maintains a variety of office equipment such as personal computers, copy machines, fax machines, postage meters, 10-key, and other standard office equipment. Responsible for ordering needed supplies and materials for department operation.

Attends approved trainings/workshops in person and on-line, to stay abreast of current department process, procedures, and regulations, including software applications and other associated tools to provide continued improvement in necessary administrative skills and techniques.

Requires regular and reliable attendance.

Performs other related duties as assigned.

### **Job Scope**

Position encounters recurring work situations with occasional variations from the norm. The 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 the 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.

### **Interpersonal Contacts**

Contacts are normally made with others from within the city organization, as well as the public. Contacts may contain discussion about confidential/sensitive matters. Contacts are made via phone, e-mail, or in person.

### **Knowledge, Skills, and Abilities**

- Knowledge of city and department policies and procedures.
- Demonstrated knowledge of general office methods, procedures, and equipment.
- Demonstrated knowledge of business arithmetic: standard principles and practices of clerical accounting and bookkeeping as required by the positions.
- Ability to perform a variety of moderately complex clerical tasks.
- Ability to perform note taking and electronic data entry work at an acceptable level, as required by the position.
- Ability to meet, deal with, and provide customer service to the public in a pleasant and courteous manner at all times including stressful situations.
- Possess a strong knowledge of secretarial and office procedures.
- Possess good knowledge of grammatical composition.
- Possess strong customer service and people skills, telephone etiquette.
- Possess strong teamwork skills and the ability to work well with others.
- Ability to use discretion in all contacts.
- Ability to understand and apply moderately complex guidelines or instructions to varied operational requirements.
- Ability to keyboard at a rate of fifty-five words per minute.

- Ability to utilize and maintain a variety of standard office equipment.

**Education and/or Experience**

Position requires an associate 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.

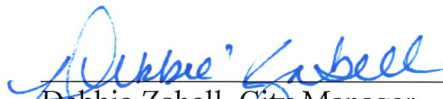
**Job Conditions**

Work is performed in an office environment with occasional traveling to various locations. While in the office, this employee will typically be sitting at a desk utilizing a computer for extended periods of time or standing for a period of time. Occasionally moves inside the office to access filing cabinets, office machinery, or other equipment needed to perform the task. Continuous use of both hands in reaching, handling, grasping, computer entry and other fine motor skill manipulation while performing duties and operating computers.

**Unusual Working Conditions:**

Works with the public, and may be in contact with irate, upset, or disturbed. May require occasional travel from site to site to collect mail or attendance at meetings.

APPROVED



---

Debbie Zabell, City Manager

---

Updated: