

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Administrative Assistant</u>
Sch & Grade	<u>PAT-4</u>
Class Code	<u>FE67</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Depending on assignment</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Performs responsible clerical office duties.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Prepares correspondence, forms, reports, records, and other materials from copy, rough draft, and/or recorded dictation utilizing computer software such as word processing, spreadsheet, data base and desk top publishing.
2. Identifies and selects appropriate guidelines and/or policies when making decisions that have a significant impact on such things as the operation of programs and/or the welfare of the general public.
3. Responds to telephone and/or in-person inquiries including greeting and dispensing information to the public on city policies and procedures as necessary; some organizational assignments require incumbent to act as a receptionist for a designated area.
4. Prepares, processes, and maintains various records, reports, and files that are moderately complex in nature.
5. Takes minutes for various boards and committees, depending on departmental assignment.
6. Arranges meetings for staff members and maintains schedules for such things as use of conference rooms, applicable equipment, tours of city facilities, etc. as assigned.
7. Processes and maintains necessary paperwork for such things as permits and legal documents which requires specific attention to details; may also process internal paperwork including accounts payable forms, field purchase orders, requisitions and procurement card invoices and statements, etc.
8. Handles financial transactions as required including processing payment for services, issuing receipts and registering participants, etc.
9. Maintains appropriate supplies and forms for assigned area.
10. Receives and distributes mail to appropriate personnel.
11. Reads a variety of information including city ordinances, policies, phone lists, etc.
12. Performs a variety of office administration tasks such as copying, filing, faxing, scanning, etc.

IMPORTANT FUNCTIONS:

1. Utilizes basic math for calculations necessary for various reports, budget information, etc.
2. Sorts, cross-indexes, and files correspondence, reports, records, and other materials according to alphabetical or other acceptable organization methods.
3. Maintains a neat and orderly work area.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Modern office practices and procedures; accurate grammar, spelling, punctuation and standard English usage; business correspondence formats, record keeping and filing system methods; basic math calculations.

Abilities

Read, understand and interpret a variety of information including city ordinances; type accurately at a rate of approximately 40 words per minute; make sound decisions within established guidelines and procedures; proficiently operate a computer and utilize appropriate software; accurately operate a calculator; handle a large volume of public contact, including difficult situations and interruptions, in a pleasant and efficient manner; follow oral and written instructions; maintain appropriate level of confidentiality for both written and verbal information; efficiently and accurately prepare and maintain records, reports, etc. requiring attention to detail; communicate effectively both verbally and in writing; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others. Assignment to some departments requires incumbent to either take oral dictation at a rate of 80 words per minute or transcribe recorded dictation at a rate of 55 words per minute.

Experience, Education, and Training

Typically requires at least two years of experience in general office work; experience with an emphasis on contact with the public desirable; related college or vocational education may be substituted for some or all of the required experience.

Physical Requirements

Performs bending, sorting, kneeling, and reaching to both ground level and overhead as required for such tasks as retrieving files; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; must be able to hold and grip objects; may be subject to sitting for long periods of time; ability to operate a computer keyboard. Some assignments require the incumbent to hear audiotapes utilized for transcription purposes or record verbal dictation.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

Assignment to some departments requires incumbent to possess a valid Missouri Motor Vehicle Operator's License and in some cases provide own vehicle for on-the-job transportation purposes.

Miscellaneous Requirements

Must be able to pass security background check, if applicable. Some assignments require incumbent to work flexible hours to accommodate committee meetings or other work related activities.

Last Revision:	January 31, 2012	GENERAL ORDINANCE NO. 4341
Comments:	Update Abilities	Date: June 14, 1993

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Dated:** _____