

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Staff Assistant</u>
Sch & Grade	<u>PAT-3</u>
Class Code	<u>FE61</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Depending on assignment</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Performs a wide range of general clerical duties.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Acts as a receptionist for a department, division, or an assigned area greeting and responding to the public through telephone and in-person inquiries and dispensing information on city policies and procedures.
2. Makes decisions within established guidelines, policies, or directions including carrying out set procedures and handling routine, noncomplex administrative details.
3. Prepares correspondence, forms, reports, records, and other materials from copy, rough draft, and recorded dictation as required.
4. Sorts, cross-indexes, and files correspondence, reports, records, and other materials according to appropriate methodology such as alphabetical, numerical, etc.; retrieves information from files as required.
5. Prepares, processes, and maintains various routine records and reports which often include performing data entry functions to track and compile data.
6. Performs a variety of less complex financial duties such as handling petty cash, maintaining basic accounting records, maintaining payroll records, etc.
7. Reads and interprets a variety of information including established policies, guidelines, procedures, ordinances, etc.
8. Utilizes appropriate computer software applications such as word processing, spreadsheet, and database.
9. Operates a variety of office administration equipment such as copy machines, fax machines, calculators, etc.

IMPORTANT FUNCTIONS:

1. Arranges meetings for appropriate staff members as required.
2. Orders and maintains supplies for assigned department, division, or section.
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

Knowledge of modern office practices and standard English usage; business correspondence formats; accurate grammar, spelling, and punctuation.

Abilities

Type accurately at an approximate rate of 30 wpm depending on departmental assignment; follow oral and written instructions including accurately and efficiently carrying out set procedures; maintain appropriate level of confidentiality for both written and verbal information; handle deadlines and stressful situations in a calm, orderly and accurate manner; proofread and edit documents and other information for accurate spelling, grammar and punctuation; take appropriate initiative in completing work; remember and recall details to provide customers and staff with appropriate information; present an overall professional image; read, understand, and interpret a variety of information; operate a computer utilizing appropriate software; assignment may require individual to handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner; communicate effectively both verbally and in writing; 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; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Typically requires at least one year of experience in general office work; experience with an emphasis on contact with the public desirable.

Physical Requirements

Performs bending, sorting, kneeling, and reaching to both ground level and overhead as required for such tasks as filing; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; holds and grips objects; may be subject to sitting for long periods of time; must have ability to operate a computer keyboard and mouse.

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.

Last Revision:	February 21, 2012	GENERAL ORDINANCE NO. 4341
Comments:	Updated 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: _____ **Date:** _____