



Administrative Assistant Utilities

UD/02

JOB SUMMARY

This position is responsible for providing administrative support for department operations.

MAJOR DUTIES

- Greets visitors and answers telephones; provides information and assistance; takes messages; refers to appropriate personnel.
- Provides secretarial and administrative support to the Utilities Director.
- Maintains the Utility Directors schedules.
- Plans, schedules, and coordinates meeting and appointments.
- Composes and type's letters, memoranda, correspondence, and reports.
- Assists the Utilities Director with grant and loan projects.
- Assists the Utilities Director with project management.
- Maintains hard copy and electronic filing systems.
- Schedules and arranges travel and accommodations for the Utilities Director.
- Responds to inquiries and complaints by resolving problems or referring to appropriate utility department staff.
- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of modern office equipment.
- Knowledge of customer service standards.
- Knowledge of basic mathematical principles.
- Skill in the operation of computers and job related software programs.
- Skill in decision making and problem solving.
- Skill in dealing with the public.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Utilities Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative duties. Frequent interruptions contribute to the complexity of the position.

- The purpose of this position is to provide administrative support for the Utilities Director. Success in this position contributes to the efficiency and effectiveness of city operations.

CONTACTS

- Contacts are typically with co-workers, other city personnel, customers, vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed sitting at a desk or table.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.