

## **City of Richland – Job Description**

### **Public Works Department – Administrative Assistants**

#### **Purpose of Position**

Provide administrative and clerical support to the Public Works Department

#### **Major Duties and Responsibilities**

Answer and transfer telephone call in a professional manner

Help organize and implement programs and special events

Provide receptionist support, including greeting customers

Provide informational sheets regarding departmental activities and functions

Provide clerical support as needed for the department

Maintain texting system and social media for Public Works Department

Maintain files for Public Works Department

Perform other duties as needed.

#### **Job Context**

The Administrative Assistant is a full-time, permanent position in the Public Works Department. The immediate supervisor for this position is the Public Works Director. The person in this position has no supervisory authority over other departmental employees. The Administrative Assistant works regular hours with flexibility required when the workload demands it. There is no shift work involved with this position. The person in this position is on-call in a limited capacity as scheduled by the Director. 95% of the work for this position is indoors; 5% is outdoors and requires work done in all types of weather conditions. The position has accountability for monetary, fiscal, safety and legal issues related to the work for which this position responsible.

There is no exposure to chemicals and/or hazardous materials. A high school diploma or its equivalent is required for this position. Prior secretarial experience is desired for this position. The stress level for this position is moderate. Physical work required for the position is minimal.

## **Knowledge, Skills and Abilities**

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### **Knowledge:**

- Computer Software including but not limited to – Microsoft Word, Excel, Print Shop and relevant internet-based reservation, registration program.
- City procedures for purchase orders
- Intermediate computer operation
- Location of all City owned facilities
- City of Richland Safety Manual standards and regulations concerning employee safety
- Federal and state statues concerning the work of the department
- Mathematical skills, including addition, subtraction, division and multiplication
- General functions and operations of municipal government

### **Skills and Abilities:**

- Answer telephone in pleasant manner
- Ability to assist in the coordination of activities
- Accurate typing and data entry using a personal computer in timely manner
- Use various pieces of office equipment, photocopiers and facsimile machine
- Use a multi-line telephone system to answer and transfer calls
- Use a 10 key adding machine or calculator
- Prioritize daily work flow
- Work as a team member with other employees
- Meet specified or required deadlines
- Make decisions within specified time restraints
- Communicate effectively with residents, elected officials, other City employees, etc., both oral and written
- Maintain confidentiality
- Work autonomously when necessary
- Handle multiple tasks simultaneously with frequent interruptions

- Deal with others in a professional manner
- Maintain professional composure in heated situations
- Follow departmental and City procedures