



Job Title: Administrative Assistant
Department/Div: Neighborhood and Community Services
Reports to: Department Director
Pay: \$16.72

FLSA: Non-exempt
EEO-4 Code:
Date: 2/3/2023

JOB SUMMARY

This position provides administrative support for Neighborhood and Community Services.

MAJOR DUTIES

1. Provides excellent customer services to community members and seeks referrals throughout the city/county available to assist members.
2. Reviews and processes applications for grant-funded programs.
3. Maintains accurate and current program files and records such that information can be easily retrieved, and audits completed in a timely fashion. Conducts periodic self-audits of program files.
4. Performs entry-level bookkeeping work involving maintenance of accounts and maintain accurate financial records.
5. Prepares required reports and other documents reflecting the status of projects, conducts appropriate research, and recommendations for action. Gathers and tabulates statistical data and prepares periodic reports for assigned programs and projects for the department.
6. Prepares required reports and other documents reflecting the status of projects, conducts appropriate research, and recommendations for action. Gathers and tabulates statistical data and prepares periodic reports for assigned programs and projects.
7. Receives, reviews, verifies, and reconciles invoices for payment for grant funded projects.
8. Codes data according to prescribed accounting procedures; audit documents for proper expenditures classifications. May follow up with vendor or department staff to ensure proper payment and coding.
9. Prepares invoices for payment and prioritizes work such that deadlines are met, and payments are made in a timely manner.
10. Prepares routine worksheets on expenditures, receipts, and status of funds.
11. Provides invoices and other documentation as needed by the external auditors and monitoring agencies.
12. Performs routine office work such as sorting and distributing mail, filing, and answering telephones.
13. Works a member of a team, assisting to ensure that customer needs and organizational objectives are met.
14. Aids other employees and departments as needed.

15. Assists the Director in developing and implementing administrative procedures, protocol, and other initiatives.
16. Ensures department reports are received and submitted on time.
17. Arranges meetings, coordinates services, and prepares reports at request of Director of Neighborhood and Community Services Director with key stakeholders, Neighborhood Planning Assemblies, and community organizations
18. Coordinates staff meetings including agenda and meeting notes through collaborative planning with Director of Neighborhood and Community Services Department
19. ; Works Collaboratively with Department Director, Grants Program Specialist and Grant Writer.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of and ability to apply public administration principles and practices.
2. Knowledge of and ability to apply effective project and workflow management methods and practices.
3. Knowledge of or ability to quickly learn all facets of program initiatives and subsequent administration.
4. Knowledge of or ability to quickly learn about and general needs of the community, special interests, and sensitivities appropriate to the Department.
5. Knowledge of appropriate local, state, and federal laws, rules and regulations as applied to the activities and programs of interest to the Department.
6. Knowledge of computers and job-related software.
7. Skill in establishing and maintaining effective working relationships with a wide variety of customers and constituents.
8. Skill in conducting research, compiling meaningful data and reports, and effectively apply the findings.
9. Skill in effectively manage workflow, projects, and activities.
10. Skill in anticipate problems and proactively resolve them. Skill in problem solving, considering alternatives, and making recommendations for problem resolution.
11. Skill in managing multiple tasks and being flexible in changing priorities.
12. Skill in working independently and being a part of a team
13. Skill in the plan, organize, schedule, and prioritize work effectively and to assist others in the same. Skill in managing time to meet deadlines.
14. Skill in safeguarding confidential information.
15. Skill in remaining impartial when hearing customer complaints and issues.
16. Skill in effectively balancing the needs of the organization with those of the individual.
17. Skill in helping to create a positive work environment, which encourages individual and team growth and development.
18. Skill in public and interpersonal relations.
19. Skill in oral and written communication.

SUPERVISORY CONTROLS

The 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 HUD regulations, Community Development Block Grant (CDBG) and Community Housing Improvement Program guidelines, relevant state and federal regulations, and department and city 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 and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative support for department operations. Success in this position contributes to the efficiency of those operations.

CONTACTS

- Contacts are typically with co-workers, recipients, and members of the public.
- Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- High School diploma or equivalent required.
- More than two years of related experience preferred.