



Job Title:	Administrative Assistant	FLSA:	Non-Exempt
Department/Div:	Parks & Recreation	EEO-4 Code:	Admin
Reports to:	Parks & Recreation Director	Date:	05/2023
Supervises:	None		
Pay:	\$18.82/hr		

JOB SUMMARY

The purpose of this classification is to perform administrative work associated with processing various information and documentation relating to an assigned department/division.

MAJOR DUTIES

Provides administrative support for an assigned department/division; processes a variety of documentation associated with department operations within designated timeframes and per established procedures. Performs general/clerical tasks, which may include making copies, sending/receiving faxes, updating department manuals/documentation, opening/distributing incoming mail, processing outgoing mail, or assisting with large mail-out projects.

Provides administrative support for management personnel, officials, and/or staff of assigned department; screens telephone calls, mail, e-mail, and other communications and initiates appropriate action/response; composes, types, edits, or proofreads correspondence; records and/or transcribes dictation; maintains calendars and schedules meetings, appointments, interviews, or other activities; coordinates travel arrangements, accommodations, conference registrations, or related plans for department staff.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary; dispatches service calls to staff members.

Performs customer service functions; provides information/assistance regarding department services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; assists individuals in completing forms; responds to routine questions or complaints and initiates problem resolution.

Receives moneys in payment of various fees/services; records transactions and issues receipts; prepares bank deposits and forwards revenues as appropriate.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of modern office practices and procedures.
2. Knowledge of computers and job-related software programs.
3. Knowledge of departmental policies, procedures, and functions.
4. Skill in the provision of customer services.
5. Skill in public and interpersonal relations.
6. Skill in oral and written communication.

SUPERVISORY CONTROLS

The Director assigns work in terms of general instructions.

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 general 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 GED; supplemented by college level course work or vocational training in administrative science, basic bookkeeping, and personal computer operations; supplemented by three (3) years previous experience and/or training that includes administrative work, bookkeeping, office administration, customer service, database maintenance, and personal computer operations, with experience in area of assignment preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.