



## City of Irving Job Description

### Administrative Assistant

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Multiple
<b>Job Code:</b>	09062	<b>Reports To (Job Title):</b>	Varies

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#### PURPOSE

To provide secretarial and clerical support including entering information into the computer, answering the telephone, greeting customers, creating and proofreading original documents and correspondence, calculating amounts for payments, using discretion while supporting confidential matters, making travel arrangements, developing and maintaining administrative records, and/or assisting with budget preparation.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Write, type, track, or enter information into computer to draft and prepare correspondence, bills, statements, receipts, checks, permits, timesheets, calendars, or other documents. This may include entering/reallocating purchase orders and/or journal entries, as well as reconciling invoices.
- Proofread document, records, forms, and/or reports; *as assigned*, monitor calendars and/or time entry and other payroll submittals for accuracy.
- Compute wages, taxes, premiums, commissions, and payments, which includes reconciling invoices with purchase orders.
- Use discretion while providing secretarial and clerical support in the handling of confidential matters.
- Make travel arrangements.
- *As assigned*, provide functional and technical direction to other staff members, which includes assigning, monitoring, and evaluating work.
- Assist in development and monitoring of budget documents.
- Perform logistics of stakeholder or member events, including preparation of agenda, notifications, catering, and printing.
- Maintain databases of key information, including databases for creating mailing labels.
- Tally, track, sort, file, assemble, and deliver various records and packets, including bids, invoices, payments, applications, requests for service, purchase card expenditures, and information pamphlets.
- Inventory, order, and maintain office supplies.
- *As assigned*, contact outside agencies and individuals to find answers to pre-determined questions, including completing customer surveys and conducting internet research.
- Address, stuff, post, sort, and distribute mail, which includes sending, receiving, and delivering faxes.
- Greet and assist visitors, which includes answering questions and finding requested information.
- Answer multiple telephone lines, which includes answering inquiries, transferring callers, and recording and conveying messages; Provide information as needed to the public, outside agencies and other City departments.
- Record and/or transcribe meeting minutes, including taking dictation.
- Photocopy documents.
- Run errands, and perform related duties as assigned.

**If Assigned to Fire Services:**

- Act as liaison for contract and records management, including filing of all departmental files.
- Serve as Secretary to the Workers' Compensation review board; copies, distributes, and updates TCFP/FIDO website and Risk Management of all Injury and Accident Reports.

**If Assigned to Library Services:**

- Serve as publicity assistant, which includes inputting library events into media online community calendars to increase visibility of library programs and assembly of the Library's e-mail newsletter.
- Maintain collection of flyers promoting library programs and services for distribution through in-house and outreach team.
- Serve as liaison to both Building Services and Print Services sections, submitting work orders as needed; for latter, track and report invoices for budgetary purposes.

**If Assigned to Parks & Recreation:**

- Act as Payroll Coordinator for a large department which includes printing of timesheets, proofing before data entry, ensuring data entry is done, and auditing time reports in two separate databases.
- Track employee performance evaluations, step increases and service award dates.
- In providing front-office customer service, generate rental building, pavilion, athletic field and aquatic reservations, process payments, answer inquiries, address complaints and resolve problems.
- Process all Open Records requests for department; Process departmental records for archiving, including boxing, labeling and preparing transmittal documents for the Records Division.
- Process personnel requisitions and memos for filling vacant positions; secure personnel documents and track all new hires and departing employees, including approximately 100 summer employee positions.
- Perform monthly open encumbrance report; Close inactive or complete purchase orders and release funds back to appropriate budget accounts.

**If Assigned to Planning & Community Development:**

- With respect to administrative support duties, perform duties of higher-level staff in their absence (e.g., making travel arrangements).
- *As needed*, prepare agendas for various departmental committees, as well as, the Commission.
- Serve as primary staff for the Board of Adjustment, including creating and posting agendas, assembling and distributing packets, attending at least one night meeting a month, and completing minutes.

**OTHER DUTIES AND RESPONSIBILITIES**

- Create flyers, nametags, certificates, non-technical maps, and related documents.
- Perform minor maintenance and repairs on office machines.
- May notarize documents.
- May prepare cash receipts and/or reports.
- May print posters for internal and exterior poster cases and signage for events.
- May assist with archiving departmental documents.

**SUPERVISORY RESPONSIBILITIES**

*As assigned:* Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-2 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

This classification has a mix of financial responsibilities which may include the following: Ordering employee uniforms and office supplies; Prepare and issues purchase orders and warehouse requisitions for needed products; Monitor the use of p-cards and various accounts within the department budget; Prepare cash receipt reports and maintain petty cash; overseeing processing of payments and receipts.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- An Associate's Degree from an accredited college in a relevant field of study; *or*
- An equivalent qualification, *such as* completion of the 12<sup>th</sup> grade and some related college or vocational training *and* one (1) year of additional experience.

### **EXPERIENCE**

- Two (2) years of administrative support experience is required.
- *If Assigned to Library Services*, at least one (1) year of experience should include working with the public.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid Texas driver's license may be required
- *If Assigned to Water Utilities*: Notary Public Commission license may be required

### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, which may include, but is not limited to, Banner, Citrix, Cityworks, OnBase, Crystal Reports, scanning programs, and/or MinuteTraq; also, Network Fleet (Water Utilities), SB Client (Fire Services) and/or Booking facilities software (Irving Arts Center).
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.

## SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Systematic Time Management: Managing time wisely to complete assignments on time by creating or using a system that allows tasks to be checked on a regular basis to meet deadlines.
- Typing: Accurately entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand. This includes such as routine reports and correspondence.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Operational Assessment (*If Assigned to Parks & Recreation*): Evaluating current / potential programs for effectiveness and efficiency using Lean Six Sigma techniques.

## GUIDANCE RECEIVED

### **Periodic Supervision and Range of Guidelines/Procedures**

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues. **Note:** At departmental prerogative, guidance may be more general in nature.

## CONTACTS

Continual contact with internal and external customers, outside agencies and vendors involving obtaining cooperation of people; courtesy and tact are required with moderately difficult or sensitive issues. This contact may include Boards and/or Commissions.

## EQUIPMENT AND PROPERTY

Office machinery, which may include: Xerox multi-function center copier/scanner, desktop computer, (poster and/or regular) printers, telephones, recording devices, projectors, scanners, adding machine, typewriter, GBC binder, and/or FAX machine.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, stand, walk, and/or talk. Occasionally, s/he must pull, push, drive a vehicle, and/or stoop.

*Additionally, if assigned to the Irving Arts Center:* The employee occasionally must climb a 3-step ladder.

*Additionally, if assigned to Parks & Recreation:* The employee must frequently lift up to 15 pounds.

*Additionally, if assigned to Library Services:* The employee must occasionally lift up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

*Distinctly, if assigned to Planning & Community Development:* Frequently, s/he is required to lift up to 25 pounds, and only occasionally is s/he required to drive a vehicle.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment usually is moderate. There may be occasional exposure to the outdoors and/or low light levels.

*Additionally, if Assigned to Parks & Recreation:* The work environment has multiple activities taking place and work outdoors takes place at Special Events year-round.

*Additionally, if Assigned to Library Services:* The work environment is fast-paced, and hazards include exposure to air contamination (e.g., allergens, cleaning agents) and stressful situations with customers.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.