



City of Irving Job Description

Staff Assistant

FLSA Status:	Non-Exempt	Job Department:	Multiple
Job Code:	09112 (FT) / 99485 (PT)	Reports To (Job Title):	Varies

PURPOSE

To provide secretarial and clerical support, including entering information into the computer, answering the telephone, greeting customers, creating original documents, processing amounts for payments, using discretion while supporting confidential matters, and 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, or enter information (which may include payroll) into computer to prepare correspondence, bills, statements, receipts, checks, permits, timesheets, or other documents by copying information from one record to another; also, photocopy documents.
- Compute wages, taxes, premiums, commissions, and payments, including reconciling invoices with purchase orders; enter purchase orders and journal entries.
- Use discretion while providing secretarial and clerical support in the handling of confidential matters.
- Maintain databases of key information, which ranges from databases for creating mailing labels to entering daily time records, overtime and compensation time requests into the timekeeping database.
- 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.
- Address, stuff, post, sort, and distribute mail including sending, receiving, and delivering faxes.
- Greet and assist visitors, including answering questions and finding requested information.
- Answer multiple telephone lines, including answering inquiries, transferring callers, and recording and conveying messages; *as assigned*, respond to citizen inquiries and process Open Records requests.
- *As assigned*, contact outside agencies and individuals to find answers to pre-determined questions, including completing customer surveys and conducting internet research.
- Run errands, and perform related duties as assigned.
- Record and/or transcribes meeting minutes, including taking dictation.

If Assigned to Code Enforcement:

- Assist with clerical / administrative support for the Health Board.
- Assist with the lien process.
- Assist with processing permits, as well as, registration and license applications.
- Provide coverage at customer service desk as needed.
- Provide administrative support to Director, as needed.
- Work hours that may vary and will include evenings and weekends.
- Bilingual (English/Spanish) performance of duties is required.

If Assigned to the Irving Arts Center (IAC):

- Make travel arrangements.
- Perform logistics of stakeholder or member events including preparation of agenda, notifications, catering, and printing.

If Assigned to Library Services:

- Create and maintain filing system of documents.
- Assist customers at public service desks, including rotating Sundays.
- Schedule Central Library computer classes for the public, submit computer reservations to IT, and create publicity, including flyers and library website calendar listings.
- Coordinate staff training, including schedules, speakers, and space setup, track attendance, distribute video files and DVD's, and submit statistics.
- Serve as publicity assistant, includes updating web calendars, online postings and social media blurbs; Produce weekly email newsletter for the public.
- Assist at the quarterly Job Fair, including contacting recruiters, displaying signage, and staffing the event.

If Assigned to Parks and Recreation:

- Administer Congregate Meal program - Prepare application to contract for federal funded program, monitor, record, report; monitor kitchen, service and staff; serve food, train volunteers, monitor record, maintain client database and report files; attend required meetings and training; maintain kitchen/dining area supplies and monitor for program compliance..
- Coordinate transportation – type rosters, liaison w/drivers and passengers and maintain records.
- Provide information & referrals for services and benefits (Medicare, SSI, local)
- Compile and enter KPI, survey, building maintenance, congregate meal and monetary reporting as requested monthly, quarterly, yearly upon request
- Assist Food Services Associates with time sheets, training and meal service; Procure, coordinate, train and monitor volunteers.
- Procure and maintain relationships with sponsors.

If Assigned to Police:

- Run criminal background checks.

If Assigned to Water Utilities:

- Perform logistics of stakeholder or member events including preparation of agenda, notifications, catering, and printing.

OTHER DUTIES AND RESPONSIBILITIES

- Create flyers, nametags, certificates, non-technical maps and related documents.
- Perform minor maintenance and repairs on office machines.
- Proofread records or forms.
- Count, weigh, or measure material.
- *As assigned*, provide basic assistance in development and monitoring of budget documents.
- *As assigned*, serve as backup to other administrative staff.
- *If assigned to Irving Arts Center (IAC)*: Notarize documents.
- *If assigned to Library Services*: Assist with library related functions or activities, as well as periodic library arts display.
- *If assigned to Parks and Recreation*: Assist with programming and donated goods (procure, store, maintain) as required, and with registering patrons for monthly classes and activities.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position orders supplies, issues purchase orders and requisitions, and/or monitors the use of p-card purchases and various accounts in the budget.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to the completion of 12th grade
- *Depending on assignment*, some related college or vocational training may be required.

EXPERIENCE

- Two (2) years of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license, or the ability to obtain one, may be required.
- *If assigned to Parks and Recreation* (Heritage Senior Center): Food Manager's certificate is required, as is training mandated by Texas Administrative Code (for congregate meal programs and senior services) and AED, CPR, and basic first aid/safety.

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- 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: Computer understanding sufficient to learn database programs and other software, such as Banner, Citrix, Cityworks, Crystal Reports, OnBase, Fastbook facility scheduling software, and/or Network Fleet.
- *If Assigned to Parks and Recreation*, familiarity with the Americans with Disabilities Act (ADA); Texas Department of Aging & Disabilities; HIPPA; Texas Administrative Code, local, state, and county programs for assistance; and, local facilities low-income housing, nursing, or rehabilitation.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of 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.
- Typing: Accurately entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Written Expression: Communicating information and ideas in writing such as routine reports and correspondence, so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

Frequent contact with the public, vendors, as well as other organizations and regulatory agencies; interactions may require obtaining cooperation of people; courtesy and tact are required when dealing with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

General office equipment, such as multi-function copier/scanner, desktop computer, printers, shredder, and multi-line telephones. Also, department-specific equipment, such as: recording devices and/or projector (Irving Arts Center); periodic use of a cash register (Library Services); and, a probe thermometer and other food services equipment (Parks and Recreation).

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. S/he occasionally must pull, push, drive a vehicle, and/or stoop.

In addition, if assigned to Parks and Recreation: The employee must be able to drive a passenger vehicle, and lift up to 25 pounds daily (often hot liquid moved from a warming station to a counter top.)

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 is usually moderate. *Depending on assignment*, the employee occasionally may be exposed to outside weather conditions.

* 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.