



## City of Irving Job Description

### Senior Administrative Assistant

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Multiple
<b>Job Code:</b>	9092	<b>Reports To (Job Title):</b>	Designated Supervisor

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#### **PURPOSE**

To provide administrative support to departmental management with appropriate discretion for confidential matters. This position maintains the departmental administrative systems and/or databases. Also, creates and proofreads original memos, correspondence, and other documents and serves as secretary to various boards and committees related to departmental subject matter.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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

- Provide administrative support to departmental management.
- Provide clerical support for Boards and Committee meetings, which includes attending meetings and recording/transcribing minutes into final document.
- Use discretion while providing secretarial support in the handling of confidential matters, contacting municipal officials and managing appointment and conference room calendars.
- Maintain various databases for departmental use; assists with tracking and reporting of statistical data.
- Screen incoming calls and correspondence and respond independently when possible.
- Write, type and/or enter information/data into computer; creates and/or proofread documents, correspondence, organization charts, presentations, spreadsheets and reports.
- Transcribe information from recordings into a final document.
- Provide needed information to the public, outside agencies and other City departments.
- Issue purchase orders and receive on division (departmental, as assigned) invoices/purchases.
- Open and distribute departmental mail.
- Perform duties of higher-level clerical staff, supervisor, and/or Legal Assistant in their absence.
- Perform related duties as assigned.

#### **If Assigned to Fire Department:**

- Provide logistical support for departmental events and meetings, which includes agendas and information packets; Perform logistics of stakeholder or member events, including site selection, preparation of agendas and programs, notifications, catering and printing.
- Coordinate projects related to City of Irving Board of Health, maintain Community Health website, submit purchase requisitions for materials and supplies and respond to city website and phone inquiries.
- Manage and/or coordinate various projects as assigned by the director; Assist in planning and coordinating community events as assigned by Fire Chief, which includes internal and external functions, such as Spanish Town Hall Meeting, Annual Irving Immunization Fair, Back-to-School Fiesta, etc.

- Manage all department community outreach efforts; coordinate presentations, manage community outreach calendar, create, maintain and order all materials used for outreach efforts, manage and coordinate the free smoke alarm/carbon monoxide and summer reading programs.
- Coordinate the department's strategic plan reporting and tracking process, which includes updating the quarterly goal team PowerPoint presentation and the department KPI board.

**If Assigned to Parks & Recreation:**

- Provide front office customer service; greet visitors and answer phones, generate rental building, pavilion, athletic field and aquatic reservations, process payments, answer inquiries, address complaints and resolve problems; generally, handle customer service inquiries and resolve issues.
- Process accounts receivable payments and cash report development/reconciliation.
- Prepare and process refund requests and prepare monthly reports for Financial Services.
- Monitor, coordinate and reconcile weekly department budget report.
- Maintain financial records and develop expenditure reports.
- Facilitate Departmental Human Resource Process, which includes Seasonal Employees Hiring preparation, documentation, and backup for payroll process.
- Provide Administrative support for all special events and new facility dedication programs.
- Schedule and prepare results of City's Employee IWIN Fitness program.
- Serve as department liaison for council agenda items.
- Facilitate Shopping Cart Permit process (Issuance, mailings and reports)

**If Assigned to Police Department:**

- Process motor vehicle accident and personal injury paperwork to Risk Management and City Shop.
- Maintain computerized keypad security system for 4 city facilities.

**OTHER DUTIES AND RESPONSIBILITIES**

- Research departmental information in files.
- Create flyers, nametags, certificates and related documents.

**If Assigned to Fire Department:**

- Coordinate and schedule all employee promotion ceremonies and retirement receptions.
- Serve as departmental Notary Public.

**If Assigned to Parks & Recreation:**

- Serve as backup to procurement card reconciliation and processes.
- Process customer service requests, route for resolution and maintain records.

**SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

**FINANCIAL / BUDGETARY RESPONSIBILITY**

Responsible for ordering office supplies; may be responsible for ordering supplies and materials needed for various boards and/or Events sponsored by assigned department using City purchasing card. Budgetary transactional responsibility *up to* \$100,000, annually.

## **QUALIFICATIONS:**

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

### **EDUCATION**

- Equivalent to the completion of 12<sup>th</sup> grade plus some related college or vocational training.

### **EXPERIENCE**

- At least two (2) years of administrative support experience.

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

- Appropriate, valid Texas driver's 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, filing and records management, form design principles, and other office procedures.
- Office Software: Current word processing, presentation, spreadsheet, as well as database and information system (IS) programs used by the City.
- Accounting (*if assigned to Parks and Recreation*): Principles and practices including general ledger, accounts payable and accounts receivable.

### **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.
- 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.
- 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; furthermore, organizing one's workspace.

- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- 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. **Note:** At assigned department's prerogative, instruction may be *less* detailed.

## **CONTACTS**

All city departments, outside agencies, vendors, citizens, news media, and other governmental entities.

## **EQUIPMENT AND PROPERTY**

Computer, printer, multi-line telephone, calculator, copier, fax, scanner, keypad security system, label makers, digital camera, shredder, hole puncher, binding machine, recorder, Dictaphone, *and/or* laminator.

## **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 sit at work station for extended periods, grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 20 pounds, stand, walk, and/or talk. S/he occasionally must pull, push, drive a vehicle, and/or stoop.

## **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. The work space is fast-paced and high volume with multiple activities occurring simultaneously, frequent deadlines and periodic work off-site and outdoors for special events.

\* 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.