



DATE	August 2014
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Administrative Support Assistant
 DEPARTMENT/DIVISION: Various
 REPORTS TO: Varies

SUMMARY: Responsible for providing general clerical and administrative support to department staff to include: greeting customers, answering calls and emails; answering general questions; collecting information from customers; forwarding information along to the appropriate staff; collecting information from supervisor or department staff to be organized and distributed to residents; collecting fees, maintaining and updating confidential department and personnel files; collecting information from multiple sources to create files; processing and tracking purchase orders, invoices, check requests; reconciling purchases against department budget; entering information into and maintaining accuracy of department databases; running standard reports; and opening and distributing mail. Work is performed with moderate supervision.

ESSENTIAL JOB FUNCTIONS:

- Performs various routine clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; maintaining calendars; keyboarding information into databases; making photocopies; receiving, sorting, and distributing mail; performing data entry; faxing documents; typing; and word processing.
- Prepares, processes, receives, sorts, and distributes a variety of routine reports, lists, correspondence, exams, packets, payments, receipts, purchase orders, invoices, check requests, library materials, and/or deliveries.
- Participates in monitoring and maintaining applicable office equipment. Coordinates the servicing of applicable equipment.
- Greets visitors at main reception areas; responds to requests for information from the general public; answers routine questions; directs visitors to appropriate locations.
- Files documents alphabetically, numerically, or by other prescribed methods.
- Monitors and restocks office supplies and materials. Orders applicable supplies and materials as directed.
- Prepares and reconciles a variety of basic reports in assigned area of responsibility.
- Maintains the appearance of public areas, ensuring areas are organized and free from debris or hazardous items.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Police

- Performs a variety of clerical activities in support of assigned division within the Police Department, which may include: compiling case files; forwarding documents to external agencies; proofreading and correcting police and arrest reports; monitoring the delivery of cases to applicable internal departments and external agencies; maintaining property room access log-in sheets; retrieving and releasing property; coding and inputting offenses for uniform crime reporting; receiving payments and balancing cash register; processing and posting on-going off-duty assignments; processing and maintaining officer rosters and schedules; processing alarm permits; and/or, performing other related activities.

Fire

- Performs a variety of clerical activities in support of assigned division within the Fire Department, which may include: maintaining fire database; testing and verifying software updates; building, verifying, and correcting database files; assigning inspections to staff inspectors and engine companies; and/or, performing other related activities.

Accounting

- Enters information into the general ledger, assists with processing timesheets, and runs and posts month-end reports.

Workforce Services

- Performs a variety of clerical activities in support of the Workforce Services Department, which may include: processing paperwork related to employees; scheduling and coordinating new employee orientations; running background checks; putting together benefit packets; assisting with civil service entrance exams; updating job postings; and/or, performing other related activities.

Risk Management

- Performs a variety of clerical activities in support of the Risk Management Department, which may include: entering claims into databases; providing administrative support for bid processes; processing general services job requests and reports; and/or, performing other related activities.

Public Works

- Performs a variety of clerical activities in support of assigned division within the Public Works Department, which may include: processing licensing and titling forms for over-the-road and off-road equipment and vehicles; registering backflow testers; registering employees for trainings and seminars; processing work orders; preparing departmental newsletter; preparing and distributing street closure report; preparing building inspection documents; and/or, performing other related activities.

Parks & Recreation

- Performs a variety of clerical activities in support of assigned division within the Parks & Recreation Department, which may include: maintaining work order information; maintaining tree maintenance, irrigation repair, fuel, waste pick-up and other related schedules and information; maintaining contract information and data; completing disposition of property forms; ordering and receiving employee uniforms; assisting with special events; assisting with mass mailings; and/or, performing other related activities.

Environmental Services

- Performs a variety of clerical activities in support of assigned division within the Environmental Services Department, which may include: coordinating veterinary support services; balancing daily cash receipts; completing weekly deposits; dispatching Animal Control Officers; entering service requests into databases; preparing and disseminating legal notices for publication; preparing lien paperwork; tracking information on daycares and restaurants in support of the food safety program; and/or, performing other related activities.

Animal Services

- Performs a variety of clerical activities in support of Animal Services, which may include: coordinating veterinary support services; balancing daily cash receipts; completing weekly deposits; processing vendor payments; provide assistance to walk in customers; dispatching Animal Control Officers; support animal rescue activity; entering service requests into databases; tracking rabies specimen tests and reporting to results to victim; performing other related activities.

Library

- Performs a variety of clerical activities in support of the Library, which may include: emptying book drops checking materials in and out maintaining the appearance and accessibility of stacks reconciling daily receipts collecting patron fines placing items on hold locating missing items maintaining patron database and/or, performing other related activities.
- May also be assigned to a position that performs a variety of secretarial activities in support of the Library Administration which may include: maintaining paper and electronic files; compiling, organizing and updating departmental policy manuals; ordering office supplies; monitoring building needs at assigned location, and other related activities.

Urban Development

- Performs a variety of specialized clerical activities in support of the Urban Development Department, which may include: reconciling department credit cards; preparing and disseminating meeting agendas and minutes for applicable Boards; administering oaths to new Board members; maintaining historical Board cases; preparing and posting newspaper and local notices; creating and maintaining departmental web pages; maintaining budget data and information; maintaining case database; receiving and tracking development applications; and/or, performing other related activities.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of basic principles and practices in assigned area of responsibility;
- Skilled in providing customer service to various customers
- Skilled in performing basic mathematical calculations;
- Skilled in maintaining records;
- Skilled in handling multiple tasks simultaneously;
- Skilled in providing customer service;
- Skilled in keyboarding;
- Skilled in operating a variety of modern office equipment;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year of customer service or general office experience.

PREFERENCES (if applicable):

- Bilingual in English and Spanish.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.