

DATE	October 2011
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.
- May also be required to set up schedules and assignments for Crossing Guards, train
 Crossing Guards, issue Crossing Guard equipment, and maintain timecards in Kronos;
 conducts safety and training meetings for Crossing Guards as needed; maintains a list of
 and identifies alternative crossing guards who can fill in as needed; maintains and
 updates training manuals, department policies, crossing guard contact lists, and maps of
 school crossing locations.

<u>Fire</u>

• 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.

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 overthe-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.

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.