

TOWN OF DUNDEE

DEPARTMENT OF HUMAN RESOURCES

Position Identification Card

| | |
|-----------------------------|--------------------------------------|
| POSITION TITLE: | Administrative Assistant I |
| DEPARTMENT: | Public Works - Administration |
| SALARY RANGE: | \$10.00/Hr. Starting |
| HOURS PER WEEK: | 24 Hours |
| BENEFIT ELIGIBILITY: | Ineligible |

JOB SUMMARY

Under the supervision of Public Services Director, the Administrative Assistant I position is non-exempt. This position performs a variety of routine customer reception, clerical, administrative and support of Public Works, Water, Wastewater, Stormwater, and Sanitation utilities. This employee should possess excellent clerical, organizational, communication, and public relations skills.

ESSENTIAL DUTIES

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual should be able to perform each essential function satisfactorily.

- Communicates with customers, vendors, developers, and contractors either by email, telephone or in person to provide needed information;
- Communicates with departments, vendors, and other individuals to answer questions, disseminate or explain information, and address questions;
- Ensures that information regarding customer requests or complaints is provided accurately and efficiently and forwarded to the appropriate department;
- Answers all incoming phone calls promptly; determines nature of incoming call and directs caller to appropriate department or individual; if employee is unavailable, emails message or forwards call to voicemail;
- Receives, opens, date-stamps and distributes incoming mail daily. Processes outgoing mail and takes to post office as needed;
- Assists public works and utility department staff with projects, correspondence, spreadsheets, record keeping and other tasks as needed;
- Processes paperwork and maintains records for building permits and applications;
- Processes vendor invoices, produces department purchase orders, and forwards to Town Hall for processing;
- Composes, types, and edits correspondence as needed; accuracy and professional appearance is a must on all outgoing correspondence, mail, reports, and other documents;
- Orders and maintains office supplies as needed for department;

- Follows department policies and procedures;
- Completes research of payments and invoices to determine appropriateness;
- Creates service orders for occupants of utility addresses;
- Files contracts, deeds, and easements with the Town Clerk;
- Coordinates with the Town Clerk to issue public notification of all official activities or meetings;
- Maintains data records and prepares reports for the state, county, and other levels of government;
- Works with the Town Clerk to manage aquatic and invasive weed notices during the spring and summer season, legal notices and follow up;
- Works with other departments to ensure efficient and effective service delivery;
- Performs other duties as necessary or assigned.

MINIMUM QUALIFICATIONS

Education & Experience:

One year to two years of related experience and/or training. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six to twelve months of employment.

Considerable knowledge of related secretarial and office methods, practices, policies and procedures of the assigned work units, organization and functions of the various divisions within the Public Service Department.

Basic knowledge of the organization and operations of a municipal government and the public services provided to effectively assist and direct the public.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to follow division policies and procedures, concentrate on tasks in the presence of distractions, prepare reports, type with speed and accuracy, and interpret written instructions and other documents.
- Ability to operate office equipment such as office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.
- Ability to operate computers and software necessary to complete assignments, which may include word processing, spreadsheets and databases
- Ability to work and get along with others.
- Ability to carry out duties reliably and predictably.
- Knowledge of office procedures, computers, bookkeeping, and mathematics.

- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in organizational, public relations, and oral and written communication.
- Skill in error free inputting of numbers and data.
- Skill in proofing own documents.

Problem Solving: This position requires limited independent problem-solving. This employee encounters problems with citizen concerns and complaints, and scheduling priorities.

Decision Making: This position requires limited independent decision-making. The employee makes decisions about prioritizing daily work assignments, resolving citizen concerns and complaints, and efficiently performing daily duties.

Supervision: This position is under the direct supervision of the Public Services Director. This employee does not exercise any supervisory responsibilities over subordinate personnel.

Financial Accountability: This employee is responsible for department resources and equipment. This employee does not participate in the annual budget process.

Personal Relations: Daily contact with the general public, co-workers, and supervisory personnel is expected, as well as frequent contact with the organization's chief administrator, appointed committees, and governing body.

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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. No adverse working conditions exist with this position. Working in an office setting with a computer and telephone is the primary aspect of this position.

Physical Requirements: 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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Physical activity associated with working in an office setting is required to perform the daily duties of this position. The ability to express or exchange ideas by means of communication is important in this position. This employee must be able to convey and receive detailed or important instructions from other workers and the general public.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, eye and hand coordination, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, and crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

OTHER REQUIREMENTS

- Valid driver's license