



**CITY OF
ST. AUGUSTINE**

**PERSONNEL
MANUAL**

3.	Job Description
3.2	General Employees
3.2.182	Administrative Assistant

Job Position Administrative Assistant

Department Public Works

Division Administration

Job Description

Administrative work of considerable variety and complexity, which requires ability to work well with the public. Work involves assisting with the implementation of the Department’s policies and programs; serving as initial point of contact for citizens’ concerns, complaints, use of City right-of-ways, and other utility related issues; and composing correspondence and typing memorandums, permits and reports. Performs data input in customer service tracking software documenting complaints and service requests (Cityworks). Keeps management of public conference room calendar. Assignments at this level involve relieving the management staff, in particular the Director and Deputy Director, of minor administrative and/or clerical functions and exercising considerable initiative while carrying out assignments. Provides assistance to other administrative staff Position reports to the Deputy Director, Public Works.

Job Responsibilities

Acts as office receptionist; answers telephone in professional, courteous fashion, takes detailed messages and ensures delivery of messages. Greets, announces and routes visitors and appointments to the appropriate department. Assists the public with information, instructions and referrals. Assists other Departments and Divisions when necessary.

Accurately sends and receives messages via 2-way radio and/or text to communicate with field personnel. Sends broadcast texts with emergency notification, such as water outages or closed streets. Follows through with information provided from field personnel. Notifies police, fire and rescue departments of street closings and street light and traffic signal failure following notification from field personnel.

Accurately and professionally receives and logs complaints or requests for work from customers and other City staff, routes to appropriate personnel for response/resolution, and enters work orders into Cityworks database. Receives logs of weekend/evening operators and enters data into City Works data base.

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Job Responsibilities (continued)

Maintains appointment calendars and coordinates conference room calendar for Public Works. May record or take minutes at meetings; prepares advance packets of information for upcoming meetings and distributes in timely manner

Receives and routes incoming mail and correspondence to appropriate personnel and prepares out-going mail. Maintains files and records of office correspondence, documents, reports and other materials. Maintains suspense file on response deadlines and specialty files for Department.

Performs administrative work related to all phases of the Department including, but not limited to, typing of memorandums, correspondence, reports and documents; routing invoices and requisitions for accurate and prompt payments in accordance with City procedures; copying and mailing of memoranda, correspondence, reports and documents; and providing draft responses of routine correspondence for Director's review.

As directed, prepares check requests, travel advances, and expense reports and maintains status of same. Responsible for routing invoices and requisitions for accurate and prompt payments in accordance with City procedures. Keeps sufficient office supplies in stock; prepares requisitions for approval when supplies are needed.

Processes right-of-way permits and water commitment permits.

Assists in reviewing payroll time cards prior to Director approval. Maintains payroll and attendance records.

Performs searches and prepares summary reports using personal computer as requested and assists in researching departmental records in response to public information requests.

Performs other related duties as assigned.

Education, Training and Experience

High school diploma required; additional college level or secretarial training desirable. Three (3) years of secretarial and/or clerical experience; prior experience as an administrative secretary or an aide to an administrator or director. Must have computer word processing and software skills including spreadsheets, database, PowerPoint, graphics and other current office type software. High level of personal communication, organization, writing and secretarial skills required. Keyboarding speed 55 WPM. Knowledge of geography of City, strongly preferred.

Driver's License Requirement: NONE.

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Physical Demands

The physical demands representative of those that must be met to perform the essential functions of this job. This position is mostly sedentary, but does require standing, walking, bending, and kneeling occasionally and frequent use of hands to operate computer including keyboard and mouse and perform filing duties. The employee is regularly required to communicate and exchange information courteously, effectively, and promptly with the public, developers, contractors, and City staff. This position requires the ability to occasionally lift and move files and office supplies up to 20 pounds.

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