



## City of Irving Job Description

### Senior Office Assistant

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Multiple
<b>Job Code:</b>	09192 (FT) / 99505 (PT)	<b>Reports To (Job Title):</b>	Varies

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#### PURPOSE

To serve as the primary point-of-contact for a public office and provide professional, complex clerical support including entering information into the computer, answering the telephone, greeting customers, creating original documents, calculating amounts for payments, processing payments and invoices, and maintaining office supply inventory.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Discretely and professionally provide clerical support in the handling of confidential matters.
- Greet and assist visitors, which includes answering questions and finding requested information; respond to inquiries about department services or city-sponsored events.
- Answer multiple telephone lines, which includes answering inquiries, transferring callers, and recording and conveying messages.
- Write, type, or enter information into computer to prepare correspondence, time-entry for payroll, bills, statements, work orders, receipts, checks, permits, or other documents; proofread documents and forms.
- Assist in the processing of open records requests.
- Prepare a variety of documents and reports and submit to other government agencies.
- Maintain databases of key information, including databases for creating mailing labels.
- Tally, track, sort, file, assemble, and deliver various records and packets including bids, payments, applications, requests for service, purchase card expenditures, and information pamphlets.
- Inventory, order, and maintain office supplies.
- Address, stuff, post, sort, and distribute mail; send, receive, and deliver faxes; make photocopies.
- Prepare, maintain and archive a variety of files.
- Register complaints and inquiries regarding city services; file requests with appropriate personnel.
- Reserve rooms and facilities for meetings, training and other events.
- *As assigned*, assist with logistics of events planning including notifications, catering, and printing.
- *As assigned*, contact outside agencies and individuals to find answers to pre-determined questions, including completing customer surveys.
- *As assigned*, run errands and perform related duties.

#### If Assigned to Parks & Recreation:

- Produce monthly newsletters listing classes and activities, creates advertising flyers, nametags, certificates, non-technical maps and related documents; ensuring adherence to all city guidelines for publications.
- Maintain outdoor electronic sign and display cases exhibits, promoting classes and events.
- Provide encouragement and all level of personal assistance to senior patrons as required.

- Complete cash reports, assist with contractor invoices and maintains part-time hour totals.
- Conduct facility tours.

**If Assigned to Solid Waste Services:**

- Compute wages, taxes, premiums, commissions, and payments.
- Schedule travel arrangements for department personnel; register staff for training.

**If Assigned to Streets Division:**

- Compute wages and audit time reports.
- Maintain all statistical data, documents and personnel files for the department.
- Coordinate departmental participation in City’s procurement card program, which includes balancing monthly statements, processing request for cards, and reallocating funds online.

**OTHER DUTIES AND RESPONSIBILITIES**

- Assist other staff with special projects, which may include creating flyers, nametags, certificates, non-technical maps, and related documents.
- Take dictation and/or transcribe meeting minutes.
- *As assigned*, dispatch department vehicles to customer locations and/or receive transmissions from crew regarding issues/concerns on route.
- *As assigned*, assist with building oversight during private events / facility rental; secure building for closing.

**If Assigned to Fire Services:**

- Perform payroll and purchasing duties when co-workers are absent.
- Notarize documents.

**If Assigned to Parks & Recreation:**

- Maintain a positive attitude; as patrons may have special needs and require special attention, remain flexible and accommodative to their unique needs and circumstances.
- May assist with elections; tally votes; collect and input voting total for advisory council.
- Perform minor maintenance and repairs on office machines.

**If Assigned to Solid Waste Services:**

- Barcode, index, scan and file documents according to legislative protocols; ensure all records are maintained according to records management guidelines.

**SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

**FINANCIAL / BUDGETARY RESPONSIBILITY**

Small-sum transaction expenditure; also, may act as contract administrator for outside services.

## **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.

### **EXPERIENCE**

- Two (2) years of related experience.

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

- Appropriate, valid state-issued driver's license may be required.
- Notary Public 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.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; especially the Microsoft Office suite.
- Industry Software: Technological understanding sufficient to utilize computer hardware and software applications relevant to the department and/or industry, such as routing software.
- Confidentiality / Policy: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information; City and departmental policies.

#### **If Assigned to Solid Waste Services:**

- Industry Standards (Solid Waste Services): Principles, practices, and methods of residential refuse collection and disposal, as well as residential recycling and brush and bulky waste collection and disposal.
- Local Environmental Familiarity (Solid Waste Services): Location of city streets, addresses, City facilities, and nuances of various neighborhoods in and around town; also, refuse, recycling, and brush and bulky waste routes.

### **SKILLS AND ABILITIES IN**

- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- 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.
- Direction and Instructional Comprehension: Interpreting and carrying out 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.
- Time Management: Managing time wisely to complete assignments on time.

## **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 departmental prerogative, instructions may be more detailed.

## **CONTACTS**

Interacts with others, generally to coordinate support with internal customers and assist with the immediate needs of the general public, business entities, vendors, contractors, primarily residents, and other government entities in the performance of duties. Furthermore, courtesy and tact are required with moderately difficult or sensitive issues.

## **EQUIPMENT AND PROPERTY**

Standard office equipment, including a computer, telephone, calculator, copier, scanner, and/or FAX machine. Other equipment varies based on assignment, and may include sedans, pick-ups, camera, camera lighting, ID badge printer, and/or PA System.

## **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 grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, stand, walk, and/or talk. Occasionally, s/he 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.

*If assigned to Parks and Recreation:* The employee occasionally is exposed to human waste, contagious diseases, persons with physical and mental limitations and outside weather conditions.

\* 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.