Public Works Department

Administration Support Assistant

Nature of Work:

Under the general supervision of the Public Works Director and Deputy Director, this employee performs a variety of complex, responsible, and confidential administrative duties requiring knowledge of organizational procedures and precedents; provides clerical assistance to the Director and other staff members; performs other departmental and City-related work as required. This position requires public relations, clerical skills, math skills, and other related work. This position will work at the own of Clinton Public Works from 7:00 a.m. until 4:00 p.m. Monday through Friday.

Essential Functions of the job:

The following duties are not intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent (s) may not be required to perform all duties listed and may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Answers, screens, and directs incoming multi-line calls to appropriate department and/or individuals and interacts daily with residents, elected officials, staff, and external local, state, and federal jurisdictions;
- Greets visitors and customers at Public Works with strong customer service ensuring their needs are promptly addressed;
- Receives resident concerns, properly classifies work and forwards work request to appropriate supervisor for resolution and tracks works requests to completion;
- Maintains one or more local and/or commercia/proprietary databases for work requests/concerns from inception to final resolution across all Public Works Department;
- Prepares and/or assists in editing letters, memorandums, forms, and reports as assigned by the Public Works Director within given timeline that sometimes requires research and discretion to internal and external entities;
- Maintains Director's calendar and schedules and attends meetings as needed to take notes and transcribe minutes for use as permanent record;
- Serves as Department IT representative by responding to employee IT concerns, reporting issues to the contracted IT provider, tracking issues to completion, and by maintaining accurate inventory of IT assets in Department;
- Assists in ensuring smooth operations of Public Works operations by: maintaining inventory of office supplies, updating and ensuring accuracy and currency of bulletin boards, overseeing recurring contracted custodial services, and ensuring general cleanliness and tidiness of Public Works spaces;

- Assists with clerical duties of storm water, waste water, drainage, asphalt, right of way crew, freelancers, water wells and all other non-water billing as directed by the Director;
- Performs routine computer functions such as typing, clerical, and other duties as assigned by the Public Works Director.

Required knowledge and abilities:

- Ability to establish and maintain an effective working relationship with the public and other employees;
- Knowledge of modern office practices, procedures, and equipment;
- Knowledge of basic bookkeeping principles, and record keeping principles regarding routine transactions;
- Knowledge of correct English usage, grammar, spelling, punctuation, and proofreading;
- Knowledge of the business letter and report writing techniques;
- Ability to perform responsible technical administration, secretarial/clerical work requiring independent judgement with speed and accuracy;
- Ability to type accurately and make arithmetic calculations;
- Ability to multi-task and have a high level of attention to detail;
- Ability to exercise good judgement in evaluating situations;
- Proficient in Microsoft Word, Excel, and PowerPoint;
- Ability to handle a considerable volume of detailed work and adapt to interruptions in work flow;
- Ability to express ideas clearly and concisely, both orally and in writing;
- Ability to apply rules and regulations as they relate to job duties.

Qualifications:

Associates degree and two (2) years' experience in an administrative/clerical position or a combination of education and related experience. Candidate must be proficient in Microsoft Office products and have good mathematical reasoning skills.

Work environment:

The work environment characteristics described 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 these essential functions.

- Work is performed primarily in an office environment, but employee may be exposed to dust, weather conditions, and the hazard of moving vehicles in the Public Works shop area;
- Subject to sitting, standing, walking, bending, reaching and lifting objects;
- Physical exertion may be required to lift office supplies and other materials.