

City of St. Charles Position Description  ST. CHARLES SINCE 1834	Position Title	Administrative Assistant		
	Department	Community and Economic Development	Division	
			Section	
	Full/Part Time	Part Time	Union	Non-Union
	Reports to	Sr. Administrative Assistant	Positions Supervised	None
FSLA Status	Non-Exempt	Salary Grade	Q	

Position Description Overview

This position, under the general supervision of the Community and Economic Development Sr. Administrative Assistant, is responsible for applying clerical and customer service skills to provide assistance to the department and other City departments, employees, and customers.

- Essential Job Functions**
- Standard*
1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
 2. Adhere to all departmental and City safety policies.
 3. Consistent attendance and punctuality is required.
- Position-Specific*
1. Process a wide range of routine administrative functions without supervision. Create and organize methods and procedures to improve work efficiency and productivity. File contract and specifications, reports, permits, and other documents. Routinely answer telephone calls, schedule meetings, type, copy, collate, assemble, file, and distribute office documents, and various other miscellaneous duties.
 2. Responsible for billing supplemental time sheets.
 3. Provide support for evening and regular business hour meetings. Compose and distribute meeting minutes and prepare agenda items and attachments as required.
 4. Communicate with customers in a timely, accurate, and professional manner. Explain, advise, and assist the public and other City departments on City or department projects, rules, regulations, goals, and/or objectives, both in person, over the telephone, and electronically.
 5. Compose and prepare both routine and technical correspondence, reports, and documents. Schedule appointments; process mail; and provide secretarial support to the division.
 6. Provide administrative support for development projects. This includes, but is not limited to, coordinating field inspections, maintaining guarantee forms, accepting documents, and monitoring Financial Guarantee status.
 7. Maintain databases including but not limited to: Cityview, Financial Guarantees and other plan input and file system, scan documents, as necessary.

8. Provide coverage and perform other duties to cover for other Administrative Assistant's and/or Senior Administrative Assistant within department as needed. This will include working full time for office coverage during vacations, training, etc., under the direction of Sr. Administrative Assistant.
9. Assist in preparation of budget as requested.
10. Responds to developer, consultant and citizen contacts by explaining established development review processes and schedules, and by identifying and communicating applicable zoning requirements for specific properties.
11. Responsible for creation of necessary files, plan intake and routing, and preparation of legal notices.
12. Assists Planning staff with coordination and follow up with applicants for development projects and prepare appropriate written correspondence.
13. Responsible for routinely entering and updating information into Cityview; and proposing changes and modifications to Cityview to improve workflow.
14. Responsible for tracking final plats through the recording process.

Additional Job Functions	
<i>Standard</i>	
<ol style="list-style-type: none"> 1. Contribute to a positive group environment by: <ul style="list-style-type: none"> • Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources. • Participating in proactive team efforts to achieve departmental and City-wide goals; • Assisting other co-workers on special projects as required; and • Providing leadership to others through example and by sharing knowledge and skills. 2. Perform other duties as required or assigned. 	
<i>Position-Specific</i>	
N/A	

Basic Requirements	
For successful performance in this position, the incumbent will need to demonstrate the following:	
Knowledge	<i>Standard</i>
	<ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.
	<i>Position-Specific</i>
	<ol style="list-style-type: none"> 1. Thorough knowledge of Microsoft Office.

Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to use Access database.

Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously, in a timely manner, and with minimal supervision. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 6. Ability to collect, logically organize, and interpret information provided in verbal, written, and diagram form, and to make appropriate decisions or recommendations within the scope of position responsibilities. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 10. Ability to compose routine correspondence and reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 11. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 12. Ability to type 40 words per minute. 13. Possession of a valid driver's license.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to read, analyze, and interpret general business periodical, professional journals, technical procedures, or governmental regulations. Ability to write

	<p>reports, business correspondence, and procedure manuals.</p> <ol style="list-style-type: none"> 2. Ability to organize and maintain all office administrative duties.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. High school diploma or equivalent required. 2. Minimum of two (2) years of experience. 3. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
<p>Physical/ Environmental Demands</p>	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus. <hr/> <p><i>Position-Specific</i></p> <p>N/A</p>

Position Description Acknowledgement

Position Title

Administrative Assistant-Community and Economic Development

Revised/Updated

1/20/15

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date