

City of St. Charles Position Description  ST. CHARLES SINCE 1834	Position Title	Administrative Assistant		
	Department	Public Works	Division	Electric/Meter & Communications
			Section	
	Full/Part Time	Part Time	Union	Non-Union
	Reports to	Senior Administrative Assistant	Positions Supervised	None
FSLA Status	Non-Exempt	Salary Grade	P	

Position Description Overview

This position, under the general supervision of the Senior Administrative Assistant, is responsible for a variety administrative functions and customer service skills in the Electric/Electric Line/Meter and Communications divisions. This position will provide coverage for other co-workers within Public Works as needed.

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. Provide administrative support to Electric Administration, Electric Line, and Meter & Communication Offices by:
 - Answer telephone calls;
 - Schedule meetings for multiple staff members;
 - Route incoming mail;
 - Type, copy, collate, assemble, file, database management, distribute office documents, monitor and communicate with crews on City radio or by phone;
 - Database management of daily work for a variety of divisions within the Electric Office;
 - Check accuracy and completeness of reports submitted;
 - Compose, prepare, and compile both routine and technical correspondence including mail merge letters, various data, reports and spreadsheet documents, including tabulation of billing information;
 - Create, review and maintain accurate departmental and/or City records including permits, inspection forms, licenses, plans, proposals, meeting notes, meeting agendas, etc.;
 - Assist in the development, and preparation of office procedures needed for efficiency, organization, and data management;
 - Provide various data entry and report generation on a variety of specialty software packages,

<p>including Microsoft Office, (Word, Excel, PowerPoint, and Access), , City View, Lotus Notes, Precision GIS, Lawson Financials, iSeries (Utility Billing), RADIX Meter Reading, and JULIE Ticket Entry and Ticket Search.</p> <ul style="list-style-type: none"> • Prepare, call, and document JULIE requests for the division as well as follow up record keeping; • Coordinate standby changes with the Police Department as well as other administrative staff within Public Works; • Assist and follow up with Meter Readers' and Utility Billing requests; • Coordinate daily tasks with Senior Administrative Assistant Meter & Communications Division Manager and Line Foreman. • Tasks include, but are not limited to, printing job orders, making appointments for water and electric meter division, and file management. • Various other miscellaneous duties as requested and directed by the supervisors; <p>2. Communicate with customers by explaining, advising, and assisting with department project inquiries, rules, regulations, goals and/or objectives in person, via phone, or electronically. Understand department and City policies and procedures to a point where customer inquiries can be efficiently answered, or forwarded to the appropriate staff person.</p> <p>3. Availability to cover additional hours for the Electric Office as well as other Public Works divisions. This may require working full-time hours on occasion; flexibility of hours is needed for this position.</p>
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Additional Job Functions	
Standard	
<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. 	
Position-Specific	
<ol style="list-style-type: none"> 1. Back up responsibilities for the Electric Engineering Office and Public Works Office as needed. 	

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

	<p>Position-Specific</p> <ol style="list-style-type: none"> 1. Intermediate to Advanced level of understanding and proficiency on Microsoft Word, Microsoft Excel, and Microsoft PowerPoint,
<p>Skills</p>	<p>Standard</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>Position-Specific</p> <ol style="list-style-type: none"> 1. Intermediate computer skills including electronic mail, creating and maintaining databases, record keeping, graphics, and the ability to utilize customized software programming.
<p>Abilities</p>	<p>Standard</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 within 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 handle stressful situations caused by upset customers, either in person or on the phone, or by emergency situations.

	<p>13. Ability to type 40 words per minute. 14. Possession of a valid driver's license.</p>
	<p><i>Position-Specific</i></p> <p>1. Ability to perform routine duties with minimal supervision.</p>
<p>Education & Experience</p>	<p>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>
<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. <p><i>Position-Specific</i></p> <p>N/A</p>

Position Description Acknowledgement

Position Title

Administrative Assistant-Elect/Meter & Comm

Revised/Updated

1/9/13

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