

**CITY OF ELKINS, WEST VIRGINIA  
JOB DESCRIPTION**

**JOB TITLE: ADMINISTRATIVE ASSISTANT  
OPERATIONS DIVISION**

**GENERAL STATEMENT OF JOB**

Under general supervision, performs various routine-to-moderately complex clerical and secretarial duties in support of the Operations Division. Work involves performing receptionist duties, preparing various reports and documents, maintaining files and logs, and performing related tasks. Reports to the Operations Assistant.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Performs administrative tasks for the Operations Division, including but not limited to receiving and relaying citizen inquiries and complaints, coordinating with Operations Manager and Operations Assistant, utility billing personnel, City Council members and outside contractors as necessary.

Assists in day-to-day activities of the Operations Division to assure efficient and effective operations; performs responsible duties to assist the Operations Manager and Operations Assistant with detail.

Provides administrative support for the Building Inspector/Code Enforcement Officer.

Provides assistance with public notifications and electronic bulletins as necessary.

Maintains confidentiality of privileged and sensitive information related to bids, negotiations, and other financial actions.

Provides administrative support for large projects.

Provides information and answers questions from staff and the general public regarding City policies, procedures, and regulations of the Operations Division as necessary.

Organizes and maintains a variety of files and records.

Prepares, types, processes, copies, files and/or distributes various documents, including purchase orders, budget documents, training requests, expense reports, personnel action forms, memos, correspondence, etc.

Performs various clerical duties as required, including but not limited to entering computer data, copying documents, filing/retrieving files, sending and receiving faxes, assembling and collating documents, and ordering supplies.

Refers to policy and procedure manuals, computer manual, dictionary, safety manuals, legislative manuals, training manuals, City codes, budget, etc. to ensure policy and procedures are being followed.

Operates a variety of equipment, including computers, printers, typewriters, fax machines, copiers, telephones, calculators, paper shredders, digital camera, etc.

Uses clerical and computer supplies. Uses Microsoft Word, Excel, Power Point, Publisher, and other computer software.

Interacts and communicates with various groups and individuals such as the Operations Manager, Mayor, Treasurer, City Clerk, City Council, City department heads and employees, co-workers, civic/community organizations, elected officials, City attorney, various outside agencies and professionals, vendors, customers, and the general public.

#### **DUTIES PERFORMED FOR COMMITTEES**

Provides administrative support for committee meetings, including preparing and collating documents as needed.

#### **DUTIES PERFORMED FOR DEPARTMENTAL MEETINGS**

Assists in preparing agendas and minutes for departmental meetings.

#### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma supplemented by two to three years of responsible secretarial or administrative work experience, or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. Must be able to type with speed and accuracy.

#### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks require the ability to exert light physical effort in light work, but which may involve the lifting, carrying, pushing and/or pulling of objects or materials of light weight (up to 10 pounds). Tasks may require extended periods of time at keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors and giving assignments/direction to subordinates.

**Language Ability:** Requires the ability to read a variety of policy and procedure manuals, computer manuals, budgets, etc. Requires the ability to enter data into computer and prepare records, reports, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence, and to articulate information to others.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions. Requires the ability to use influence systems in interacting with other City employees; to make independent judgments in the absence of supervisor; to acquire knowledge of

topics related to primary occupation. Must have the ability to comprehend and implement basic office equipment and machinery functions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give oral and written instructions; to teach others. Must be able to interpret certain legal documents. Must be able to communicate effectively and efficiently with co-workers and the general public.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between color and shades of colors.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

### **PERFORMANCE INDICATORS**

**Knowledge of job:** is knowledgeable in the methods, policies, and procedures of the Operations Department and City pertaining to specific duties of the Operations Assistant. Is knowledgeable in the ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the City and of related departments and agencies. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has practical knowledge of municipal government functions and operations, knows how to interpret legal documents. Has secretarial, administrative, customer service, organizational and clerical skills. Is able to effectively supervise and evaluate the work of assigned clerical personnel. Has knowledge of modern office practices and equipment. Is able to use computers for data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has a knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to write clearly and concisely. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize, and prioritize daily assignments and work activities; is able to coordinate special meetings and events as assigned. Is able to offer assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to

perform duties in a courteous manner and with utmost integrity in the best interest of the City and the public. Is capable of working under stressful conditions. Knows how to react calmly and quickly in emergency situations. Knows how to maintain a positive image for the City.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communications and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human, and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations, and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors, and co-workers for mutual benefit. Contributes to maintaining high morale. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination on Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions, and discussion on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

October 12, 2018

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.