

CITY OF BURIEN, WASHINGTON

JOB DESCRIPTION

Title: Department Assistant
FLSA Status: Non-Exempt

Dept.: Public Works
Reports to: Public Works Director

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary

Performs advanced clerical work coordinating and ensuring the efficient professional provision of administrative support for a major city department.

Essential Functions.

- Composes and prepares reports, statistical data, correspondence, and other documents.
- Maintains project and departmental records.
- Researches and compiles information.
- Prepares and submits purchase orders and invoices for payment.
- Makes meeting arrangements.
- Prepares legal notices for publication.
- Attends meetings, takes notes and prepares minutes in publishable form.
- Responds to and researches public record requests.
- Performs records management services.
- Answers department telephones, assists customers with their requests, takes messages and resolves or refers complaints to appropriate staff person.
- Assists customers at reception counter with department-specific issues.
- Processes mass mailings, including composing document, producing address list, and completing mailing process.
- Track project expenditures.
- Assists with updating the City's web page with Department information.
- Performs other duties as assigned.

Secondary Functions

- Orders office supplies.
- Receives, sorts, date-stamps, and distributes incoming mail.
- Provides back-up support to the City Hall Front Counter answering the switchboard and providing front counter support as required.
- Serves on and participates in various employee committees.

Job Scope

Position involves a moderate degree of complexity with recurring work situations with occasional variations from the norm. Incumbent operates independently with minimal supervision, determines own practices and procedures, and contributes to the development of new concepts.

Supervisory Responsibility

The Department Assistant may supervise other clerical staff, volunteers or interns. May assist in interviewing, hiring recommendations, training, planning, and assigning work.

Interpersonal Contacts

Contacts are normally made with others both inside and outside of the organization, including City staff, the general public, and elected officials. Contacts frequently contain confidential/sensitive information necessitating discretion at all times.

Specific Job Skills

Knowledge of:

- Advanced administrative management practices and procedures and office equipment.
- Business English and letter writing, document preparation, and spelling.
- Administrative and procedural policies and regulations of a municipality.
- Practices and policies of providing quality customer service, including dispute resolution techniques.
- Word processing, spreadsheet and database programs. Knowledge of Microsoft Word, PowerPoint and Excel preferable.

Ability to:

- Type 40 words per minute.
- Operate standard office equipment.
- Independently and/or from general instructions, accurately compose and prepare various documents.
- Exercise strong attention to detail.
- Work in a rapid-paced environment.
- Handle multiple priorities and projects.
- Meet deadlines.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Provide excellent customer service, problem recognition and dispute resolution skills.
- Communicate clearly verbally and in writing.
- Exercise individual initiative.
- Understand, interpret and efficiently carry out complex oral and written instructions.

Mental Abilities

Position requires continuous interpersonal skills, customer service, and the ability to read, speak, write and understand English; frequent teamwork and independent judgment and/or action; occasional decision making, problem analysis, training/supervising, and performance of basic math; rare use of creativity, use of discretion, negotiation, mentoring, and performance of advanced math.

Physical Abilities

Position requires continuous talking, hearing, and sitting; frequent fingering and handling; occasional walking, reaching, bending, and repetitive motions of hands and wrists; and rare standing, stooping, feeling, and climbing. Position requires the ability to push, pull, lift and carry 25 pounds.

Education and/or Experience

Graduation from high school or equivalent and four years increasingly responsible administrative and clerical experience OR any combination of education and experience that would fulfill the requirements of the position. Experience supporting a director or manager is highly desirable. Experience working for a municipal organization preferable.

Special Requirements

- Valid Washington State Driver's license with satisfactory driving record.
- Successful completion of pre-employment background check.

Job Conditions

Work is performed in an office, which is busy, oriented to public service and subject to frequent work interruptions. The noise level in the work environment is usually moderate. May require travel to deliver mail and/or attend meetings.

Position may involve attendance at meetings off-site and before or after normal working hours.

Adopted - 10/21/09