 CITY OF HELENA

## Position Title: Administrative Assistant I

## Department: - Parking

## FLSA:

Pay Grade: 123

\_**X**\_Regular Full-time \_\_\_Regular Part-time \_\_\_Temporary/Seasonal \_\_\_On-Call

**Hours worked per week: \_\_\_40\_\_**

**Daily Shift: \_\_\_\_\_**

**Work Schedule:** \_\_\_Su \_**X**\_M \_**X**\_T \_**X\_** W \_**X**\_Th \_**X**\_Fr \_\_\_Sat

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

Job Purpose:

Under general supervision, to perform a variety of general secretarial and clerical support duties in support of an assigned office; to provide word processing and data entry support; and to provide general information and assistance to City staff and the public.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

**Administrative Functions**

**Duty 1: Customer Service Window**

60%

Essential

Tasks:

► Receive calls and visitors.

► Respond to general complaints and requests for information from the public; interpret basic services, policies, rules, and regulations in response to inquiries and complaints.

► Assist in the resolution of concerns and complaints; refer inquiries to appropriate staff; route calls and take messages as appropriate.

**Duty 2: Daily Mail and Deposits**

25%

Essential

Tasks:

► Receive, open, review, sort, date stamp, and distribute office mail; review correspondence directed to assigned staff; prepare written responses as directed.

► Prepare bank deposits, summaries and reports as assigned.

► Participate in maintaining supply levels; order, store, and issue supplies and materials pertinent to the functions of assigned operational unit.

► Prepare packets of information and data-gathering materials for assigned area; duplicate, collate, and distribute materials.

► Operate modern office machines and equipment including word processors, printers, copiers, calculators, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

► Attend and participate in staff meetings.

**Duty 3: Clerical work – Documents**

15%

Essential

Tasks:

► Perform responsible secretarial and clerical work with accuracy and speed in support of an assigned office

► Type and proofread a wide variety of reports, contracts, letters, and memoranda from rough draft, verbal instructions, or transcribing machine recordings using various software applications; may compose routine letters and reports as assigned.

► Assist in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of appropriate unit, program, or department information.

► Prepare, verify, and review forms and reports for completeness and conformance with established regulations, policies, and procedures; complete a variety of forms.

► Establish and maintain a complete set of record keeping and filing systems including financial and operational logs, calendars, chronological records, forms, and reports to ensure accuracy and easy retrieval of information.

► Maintain and update resource materials, reference materials, manuals, and mailing lists.

► Maintain financial records including preparing and securing purchase orders, process invoices, monitoring account balances, and performing account transfers.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

* Modern office procedures, methods, equipment and software such as Word, Excel, Access, PowerPoint and other relevant software.
* Internet based systems, existing/emerging technology that are or could be used by the department.
* Administrative management principles.
* Principles and practices of business letter writing.

Skill or ability to:

* Type and enter data at a speed and accuracy necessary for successful job performance; and communicate clearly and concisely, both orally and in writing.
* Operate modern office equipment including computer equipment.
* Deal effectively and politely with the public and exercising sound principles of customer service.
* Establish and maintain positive working relationships with those contacted in the course of work, often under difficult circumstances; work cooperatively with other departments, City officials, internal members, outside agencies and the public.
* Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
* Maintain confidentiality of sensitive personal and operational information.
* Ability to understand and execute complex policies/procedures and oral/written instructions.
* Ability to work independently and exercise discretion in absence of specific instructions or supervision.
* Ability to organize, schedule, coordinate and delegate work.
* Research, collect, compile, and analyze information and data.
* Perform accurate mathematical computations.
* Plan and organize work to meet schedules and deadlines.
* Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
* Drive and operate a motor vehicle safely
* Learn, interpret and apply policies, procedures, laws, codes, ordinances and regulations pertaining to assigned programs and job functions
* Perform assigned duties involving the use of independent judgment
* Prepare clear and concise reports

Physical Demands:

Ability to work in a standard office environment with ability to travel to different locations. Ability to see, hear, and speak to interact with public and city staff. Involves work of a general office nature usually performed sitting or standing. Walk, kneel, crouch, stoop, twist, climb and lift up to 20 lbs; at times may work in conditions where there is exposure to cold, heat, noise, outdoor weather. Position requires occasional snow shoveling and applying sand/deicer to sidewalks.

Safety

Performs all functions in the safest possible manner and according to policies and procedures. Participates fully with safety trainings. Reports unsafe work conditions and practices, work-related injuries, illnesses, and near-misses as soon as possible to assigned supervisor.

**Minimum Qualifications (Education, Experience and Training):**

This position requires two years of responsible clerical and secretarial experience. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver’s license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver’s license within six months of hire.

Supervision Received:

Supervised by the Administrative/Special Event Coordinator

Supervision Exercised:

None

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Updated: March 2024

2021

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

**YES or**  **NO**

**Employee’s Signature: Date:**

**Supervisors Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**