

CITY OF SPOKANE VALLEY  
POSITION DESCRIPTION

Class Title: Administrative Assistant  
Department: Varies  
Division: Varies  
Date: January 30, 2023

Job Code Number: 505  
Grade Number: 12  
FLSA Status: Non-Exempt  
Location: City Hall

GENERAL PURPOSE

Performs a variety of routine, semi-skilled or complex clerical, secretarial and administrative work in maintaining files and records, providing administrative support to technical and professional staff, receiving the public, providing customer assistance, document processing, and assisting in the administration of the standard operating policies and procedures of the department.

SUPERVISION RECEIVED:

Works under the general supervision of a designated supervisor according to an established work routine. May report directly to a division or department director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Coordinates the office operations of an assigned department or division. Develops and maintains office forms and procedures, and assists with administrative tasks involving existing work programs, personnel, budgeting, or facilities.

Performs routine clerical and administrative work in answering phones, receiving the public, providing customer service assistance, cashiering, data processing, bookkeeping, or other work as assigned. May be assigned complex administrative tasks with minimal or no guidance and requiring considerable exercise of discretion.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

May be assigned lead worker responsibilities coordinating the work of other positions having similar duties to include responsibility for coordinating the work of the department; assigning, organizing or scheduling departmental work within their job classification or related classification; and reviewing completed work assignments. May provide input to the formal supervisor in these aspects of employment.

Answers in-coming calls and routes callers or provides information as required.

Operates pagers or radios as needed and assists in radio communications; operates base radio as required or appropriate.

Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Assists in the procurement of departmental materials and supplies.

Prepares and monitors work orders.

Receives, stamps and distributes incoming mail, processes outgoing mail.

Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.

Assists in the preparation of meeting agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports.

Assists in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports and recommendations; coordinates activities with other departments and agencies as needed.

Acts as custodian of departmental documents and records. Establishes and maintains filing systems, control records and indexes using moderate independent judgment.

Maintains inventories and orders office supplies and materials, maintains departmental personnel records.

Schedules appointments, and performs other administrative and clerical duties.

Prepares and maintains employee time and other personnel records for the department.

Schedules appointments; registers personnel for conferences and seminars; makes travel arrangements and itineraries.

Prepares a variety of studies, reports and related information for decision-making purposes; conducts research, analysis, and prepares recommendations regarding proposals for programs, grants, services, budget, equipment, etc.

Provides administrative assistance to supervisor in meeting management; assembles background materials, prepares agendas, and records action items for various meetings.

Prepares drafts of speeches, presentations, resolutions, ordinances, contracts, administrative policies, etc. as assigned.

Investigates and follows-up on citizen requests for service, complaints, and requests for information.

Assists in the development of notices, flyers, brochures, newsletters, media releases, news articles, and other informational materials about programs and services.

Researches grant programs; prepares grant applications.

Operates listed office machines as required.

#### PERIPHERAL DUTIES

Provides backup to related positions.

May serve as a cashier including receipting of various municipal payments, and posting receipts to appropriate accounts.

Serves on a variety of employee committees as assigned.

#### DESIRED MINIMUM QUALIFICATIONS

##### Education and Experience:

(A) Graduation from a high school or GED equivalent supplemented by two years of post-secondary training or course work in secretarial science, office management, bookkeeping, business or public administration, or a related field, and

(B) Three (3) years of increasingly responsible related experience. An equivalent combination of related education at the post secondary level and experience may be considered.

##### Necessary Knowledge, Skills, Abilities, and Other Traits:

(A) Considerable knowledge of modern office practices and procedures; working knowledge of computers and electronic data processing; some knowledge of bookkeeping principles and practices.

(B) Skill in the operation of listed tools and equipment; Skill in the use of standard office suite software applications.

(C) Ability to perform clerical and administrative tasks accurately with little direction.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to communicate effectively verbally and in writing; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to

establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

#### SPECIAL REQUIREMENTS

Valid Washington Driver's License

#### TOOLS AND EQUIPMENT USED

Phone switchboard; mainframe computer terminal; personal computer; copy machine; postage machine; fax machine; base radio; 10-key calculator.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### WORK ENVIRONMENT

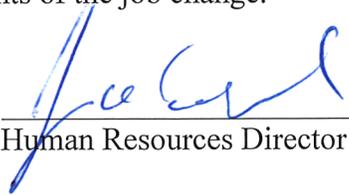
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately noisy.

#### SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval:   
Human Resources Director

Approval:   
City Manager

Effective Date: January 30, 2023

Revision History: Established - May 13, 2003  
Updated - January 30 2009