

## CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title:	Administrative Assistant	Job Code Number:	505
Department:	Executive & Legislative Support; Operations & Administrative Support	Grade Number:	12
Division:	City Manager; Deputy City Manager	FLSA Status:	Non Exempt
Date:	May 11, 2005	Location:	City Hall

### **GENERAL PURPOSE**

Performs a variety of complex tasks with little or no supervision, providing administrative support to the City Council, City Manager, or Deputy City Manager on sensitive personnel and non-personnel related topics. May act as lead project coordinator on routine and complex assignments. Interfaces with Department Directors, City Council and citywide employees on a wide variety of routine and non-routine issues. Attends to a variety of routine clerical tasks.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the City Manager or Deputy City Manager.

### **SUPERVISION EXERCISED**

None.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Provides administrative support to City Council, City Manager, or Deputy City Manager in their roles as policy makers, Chief Executive Officer or Chief Operations Officer respectively:

- Provides direct support in oversight of City operations, including labor relations and personnel management, interdepartmental coordination and administration of Interlocal and other service agreements; maintains confidentiality on personnel and non-personnel related topics;
- Composes and types complex, detailed documents, including letters, memos, minutes, reports and other material from draft, dictation or general instructions;
- Develops and maintains databases to assist City Manager or Deputy City Manager in tracking regional events, public meetings, and citywide workplan and activities of operating departments; produces reports from databases as required and necessary; and
- Coordinates activities, programs or projects on behalf of the City Manager or Deputy City Manager, utilizing sound judgment and organizational skills.

Provides customer service/reception support to internal and external customers:

- Provides initial point of contact for incoming calls, mail, e-mail, personal visits and other requests, evaluating the relative importance and complexity of each; diffusing difficult customer interactions and resolving or forwarding issues to appropriate City staff.

Administrative Assistant: City Manager, Deputy City Manager, City Council

- Provides routine, non-routine and technical information regarding all departments in the City; and
- Greets and directs visitors, requiring extensive knowledge of the functions and jurisdictions of all City departments.

Provides general administrative support to City Council, City Manager, or Deputy City Manager:

- Develops and implements effective office procedures, routines and processes for department;
- Assists with administrative tasks involving work programs, personnel, budgeting, and facilities;
- Acts as a confidential assistant receiving, scrutinizing, organizing and preparing labor relations materials such as those related to contract negotiations, mediation, arbitration and grievance remediation;
- Creates, proofreads and edits documents, presentation materials, brochures and other materials for clarity, grammar, punctuation and spelling; examines documents for completeness and accuracy;
- Prepares correspondence for the City Council, City Manager, or Deputy City Manager for delivery to other professional organizations, to citizens or to City employees;
- Coordinates meetings, calendars and/or travel arrangements, resolving conflicting demands;
- Acts as custodian of departmental documents and records, including personnel records and documents associated with collective bargaining agreements. Creates and maintains electronic and manual filing systems, enters and retrieves information from filing systems, produces complex reports from data;
- Manages the procurement of departmental materials and supplies;
- Assists in the preparation of meeting agendas and supporting materials; may take and transcribe minutes for meetings such as Council Meetings, Executive Sessions and labor negotiation meetings; prepares and distributes minutes and reports; and
- Prepares a variety of studies, reports and related information for decision-making purposes; conducts research, analysis, and prepares recommendations regarding proposals.

#### **PERIPHERAL DUTIES**

Provides backup to related positions.

Researches grant programs; prepares grant applications.

Serves on a variety of employee committees as assigned.

Performs other similar or related duties as assigned.

#### **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

Administrative Assistant: City Manager, Deputy City Manager, City Council

(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) Five (5) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills, Abilities, and Other Traits:

(A) Extensive knowledge of the functions of all departments within the City;

(B) Thorough knowledge of modern office practices and procedures;

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

(D) Ability to effectively communicate, verbally and in writing, with employees throughout the organization, officials from other agencies, members of the business community and the general public;

(E) Ability to maintain the confidentiality of sensitive personnel and non-personnel related discussions and materials; and

(F) Ability to work independently, prioritizing multiple tasks for self and others to meet deadlines, while maintaining accuracy and attention to detail.

(G) 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 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 and related software packages, such as word processing, spreadsheet, database, presentation and graphics; copy machine; postage machine; fax machine; 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 Manager

Approval: \_\_\_\_\_  
City Manager

Effective Date: May 11, 2005

Revision History: February 23, 2007

Administrative Assistant: City Manager, Deputy City Manager, City Council