



Administrative Assistant

Department: Administration

Division: City Secretary's Office

Supervisor: City Secretary

FLSA Status: Non-Exempt

ADM-CS

\$35,360.00 - \$41,600.00 Annually

\$2,946.67 - \$3,466.67 Monthly

\$17.00 - \$20.00 Hourly

JOB SUMMARY

This position is responsible for providing administrative support for the operations of the City Secretary's Office including assisting with human resources, special events, and utility billing.

MAJOR DUTIES

- Provides customer services; answers telephone and greet visitors; provides information and assistance; refers to appropriate personnel; and takes messages.
- Assists the City Secretary with human resources functions for the city, including employee recruitment, employment and separation functions; employee benefits functions; drug test, physical exam, and background check functions; and personnel file maintenance functions.
- Serves as Special Events Assistant for all City special programs.
- Directs and supervises the City's special events including budget, event planning and implementation, registration, collection of fees, collection of event data, and recruiting staff as they pertain to special events.
- Coordinates with the grounds crew on all set-up/take down as it relates to special events.
- Responds to public inquiries about special events, by telephone, correspondence, or during public events.
- Oversees marketing and promotional information including printed material, press releases, and participates in public speaking opportunities pertaining to special events and/or activities.
- Assist in developing integrated marketing, advertising, media and public relations strategies, programs and policies.
- Accepts utility payments from citizens, on phone and in-person, and assists customers with utility billing questions, concerns and complaints.
- Accepts applications for and sets up new utility customer accounts.

- Receives and processes customer requests, preparing and completing work orders, including new service requests, water leaks, and missed garbage service.
- Process cash collections for utility payments, including check depositing and credit card reconciliation.
- Reviews and processes billing adjustments.
- Provide exceptional customer service.
- Runs errands as needed.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of city and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of human resources management principles, practices and procedures including those related to benefits management, employee compensation, and performance management.
- Knowledge of state and federal employment laws.
- Knowledge of employee benefits management principles.
- Knowledge of employee recruitment and hiring practices.
- Knowledge of other local organizations, offices, and the local area.
- Knowledge of customer service principles.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill to plan, schedule and work independently.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The City Secretary assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include IRS guidelines, the Americans with Disabilities Act, the Family Medical Leave Act, COBRA guidelines, the Fair Labor Standards Act, Equal Employment Opportunities Commission guidelines, the Civil Rights Act, and city policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY / SCOPE OF WORK

- The work consists of related administrative duties. The need to coordinate activities with a variety of constituents contributes to the complexity of the position. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative support for department operations. Successful performance contributes to the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, elected and appointed officials, vendors, community organizations and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has functional supervision over event volunteers.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Texas for the type of vehicle or equipment operated.

ACKNOWLEDGMENT

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

As evidence by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Kenedy. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what to expect of me, I will notify management immediately to interpret these duties and expectations.

Employee Signature

Date

Employee Printed Name