



Departmental Assistant

Department/Division:	Various
Reports To:	Department director, manager and/or Administrative Secretary
Provides Direction To:	N/A

GENERAL PURPOSE

Under general supervision, performs a wide variety of clerical, customer service, office support and basic accounting tasks in support of an assigned department and/or division; provides departmental specific assistance to Administrative Secretaries and other professional and managerial staff; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Departmental Assistant is the third level of the administrative support series. Positions in this class require greater skill in the use of office software and specific knowledge of department procedures than positions in the Senior Office Assistant or Office Assistant class. Conversely, the Departmental Assistant positions do not tend to perform independent research, administer complex special projects, utilize complex databases, organize and plan events, and perform work requiring as much judgement as the Administrative Secretary.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below 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 this position.

1. Performs a wide variety of clerical work, including typing, filing, proofreading, checking, and recording information.
2. Types agendas, forms, lists, memorandums, public notices, staff reports, correspondence, purchase orders and related information from rough drafts, copy, notes and transcribing machine recordings.
3. Sets up and maintains a variety of files; hard copy, electronic and Laserfiche.

4. Performs departmental specific, semi-technical tasks and assignments.
5. Creates presentations, hand outs and displays for meetings and public display.
6. Answers phones, takes messages, and assists the public and other departments at the counter by providing routine departmental information or directing complex problems to the appropriate staff member.
7. Writes service requests and/or records other data.
8. Sorts and distributes incoming department mail and prepares outgoing mail.
9. Produces and assembles copies of materials.
10. Makes reservations and updates calendars and logs.
11. Orders and maintains department office supplies.

QUALIFICATIONS GUIDELINES

Knowledge of:

Departmental specific practices; modern office procedures and data entry techniques; customer service techniques; correct English usage, spelling, grammar and punctuation; filing and record keeping procedures; receptionist and telephone etiquette techniques.

Ability to:

Read, enter and verify the accuracy of basic accounting, customer and office records; make basic math calculations; communicate clearly and concisely, orally and in writing; establish and maintain effective working relations with other employees and the general public; organize work to meet deadlines; type data at the effective rate of 55 words per minute utilize word processing, spreadsheet and office support software; operate standard office equipment, including computer, calculator, copier, fax and scanning equipment.

Education/Training/Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to high school graduation, preferably supplemented by training or coursework in customer service and word processing, spreadsheet and common office support software applications.

Experience: Three years of clerical, customer service and/or basic accounting support experience, preferably in a public environment.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to sit, talk or hear and to occasionally stand and walk and typically lift and carry records and documents typically weighing less than 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with City staff, other organizations and the public, and occasionally deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is typically quiet and the employee works in a controlled office setting.