



City of Greenfield

## **PUBLIC WORKS ADMINISTRATIVE ASSISTANT**

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| Job Title:      | Administrative Assistant |
| Department:     | Public Works             |
| Reports To:     | PW Administration        |
| Employee Type:  | Fulltime                 |
| FLSA Status:    | Non-exempt               |
| Effective Date: | 07.2015                  |

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### **DEFINITION**

Under administrative direction of Public Works Administration, plans, organizes, oversees and performs professional level work for the Public Works and Utility Billing departments. Performs a variety of complex and technical office support duties which include word processing, filing, reports and customer service. Provides complex administrative support and performs related work as required. The Public Works Administrative Assistant administers responsible office support to Public Works, providing other general office support services to staff. This class is distinguished from other City office support classes in that the work requires extensive contact with the public in addition to the performance of general office work and support.

### **ESSENTIAL FUNCTIONS:**

- Provides initial contact with the public for callers over the telephone and occasionally at a public counter; determines the nature of the contact; provides factual information regarding services, policies and procedures, takes messages, or directs the caller to the proper individual or agency.
- Directs and coordinates the development and implementation of goals, objectives and programs for department; develops operating policies, procedures and work standards to ensure that the goals and objectives are met.
- Provides support to utility billing staff, obtains information to begin or end utility services.
- Processes department's payroll records, verifying regular, overtime and leave; forwards data to the City Clerk for payroll preparation after approval by Public Works Director.
- Maintains and approves time and leave records for Public Works staff.
- Prepares, duplicates and distributes a variety of logs and records related to Public Works and utility maintenance, repair and operations.



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- Prepares correspondence, forms, purchase orders, labels and specialized documents from drafts, notes, previous documents or brief instructions, using a word processor, spreadsheets or typewriter.
- Proofreads and checks materials for accuracy, completeness, compliance with departmental and City policies and correct English usage, including grammar, spelling and punctuation.
- Establishes and maintains office files; research and compiles information from such files and purges or transfers files as required.
- Processes outgoing mail.
- Orders and maintains an inventory of office and cleaning supplies for the City.
- Operates a variety of standard office equipment, including a computer, copier, facsimile equipment, a centralized telephone system and a two-way radio.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

### Knowledge of

- Standard office practices and procedures, including the operation of standard office equipment.
- Assists Utilities Manager to ensure that water and wastewater monitoring meets all federal, state and local requirements and regulations; provide the preparation of mandated reports regarding such requirements.
- Knowledge of all monthly, quarterly and annual reports pertaining to water distribution and wastewater due to the State and County.
- Business arithmetic.
- Business letter writing and the standard format for correspondence and reports.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to work.
- Filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals, in person and over the telephone.
- Basic vehicle operation and maintenance for fleet.

### Skills / Abilities

- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Planning, organizing, administering, coordinating, reviewing and evaluating the functions of the department and meeting critical deadlines.
- Planning, organizing, supervising, reviewing and evaluating the work of assigned staff for their training and professional development.



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- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the departments.
- Performing technical, detailed and responsible administrative support work.
- Applying and explaining policies, procedures and regulations.
- Making accurate arithmetic calculations.
- Have knowledge of the City budget, working with Public Works Director to update budget annually and mid-year adjustments.
- Assisting Public Works Director Coding warrants from budget for payment.
- Compiling and summarizing information to prepare clear and accurate reports.
- Typing or word processing at a rate of 40 net words per minute.
- Assist Utilities in maintaining accurate records in water distribution, wastewater and vehicles.
  - Monthly – Water (Wells, Production & Distribution), Pesticide, Coliform & Daily Chlorination Records
  - Quarterly – Water and Sewer to State and County.
  - Annual – Sewer, Urban Water, State Water, Vehicle Fleet Smog Report, LTF/STA Application. Understanding and following oral and written directions.

## **ADDITIONAL REQUIREMENTS:**

### **License**

Must possess a valid California class C driver's license and have a satisfactory driving record.

### Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone and on a two-way radio.

## **ACCEPTABLE EXPERIENCE AND TRAINING:**

Equivalent to graduation from high school and two years of experience in either performing general office support or secretarial experience. Experience in dealing with the public is highly desirable.