

FLSA STATUS	Non-Exempt	CIVIL SERVICE	Yes
UNION	Municipal	TELECOMMUTE ELIGIBLE	No
DEPARTMENT	Public Works, Library, Building and Code Enforcement, Water Pollution Control Facility, Parks and Recreation, and Cemetery	DEPARTMENT NUMBER	Various
REPORTS TO (TITLE)	Various	JOB FAMILY	Administrative Support
PAY GRADE	3	DATE OF LAST REVIEW	June 2024

NATURE OF WORK
The first level of the Administrative Support Series is responsible for providing various general to specialized administrative support duties using technical knowledge of work areas. Responsibilities may include: preparing and providing specific technical information to internal and external customers; maintaining databases: preparing requisitions; preparing and modifying routine and specialized reports; processing specialized transactions such as purchase orders, payroll, or related items; preparing meeting packets; and coordinating events.

DUTIES / RESPONSIBILITIES <i>(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)</i>	
1.	Answers telephones, direct calls, and take messages; Communicates with citizens, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
2.	Assists department in processing paperwork and reports, typing, data entry; Compiles, copy, sort, and file records of office activities, business transactions.
3.	Maintains and update filing, inventory, mailing, and database systems, either manually or using a computer.
4.	Computes, records, and proofreads information, such as records or reports to obtain information to respond to requests.
5.	Types, formats, proofreads, and edits documents from notes or dictating machines, using computers; Updates database with new information/records.
6.	Opens, sorts, and routes incoming mail, answer correspondence, and prepare outgoing mail.
7.	Collects, counts and disburses invoices for billing; Check inventory and order department supplies.
8.	Attend board & commission meetings, compose agendas, packets and meeting minutes.

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Public Works department may be additionally responsible for:

- Tracks and processing contracts;
- Enters invoices and projects pay requests.

Positions assigned to Building and Code Enforcement department may be additionally responsible for:

- Operates software for permitting requests;
- Rental Inspection information;
- Placarded Property information;
- Processes complaints, notices, tickets, and a variety of code violations.

Positions assigned to the Cemetery / Parks department may be additionally responsible for:

- Schedules burials and sell burial spaces;
- Rentals of park shelters and Beach areas.

DIRECTION PROVIDED

Does not officially supervise other employees.

TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS

High school diploma or equivalent (G.E.D.)

LICENSING / SPECIAL REQUIREMENTS

A valid driver's license

SKILL/ABILITIES REQUIREMENTS

- Customer service principles;
- Modern office procedures and equipment;
- Report preparation techniques;
- Basic budgeting principles;
- Computers and related software applications;
- Maintaining records and files;
- Preparing meeting agendas;
- Transcribe audible information;
- Reviewing reports and specialized documents;
- Maintaining confidentiality;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sitting most of the time. Walking and standing are required only occasionally.

WORKING ENVIRONMENT / CONDITIONS

The working environment / conditions for this position may include:

- Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation, etc.)
- Hazardous Materials (chemicals, blood, other body fluids, etc.)
- Driving

POSITION ASSESSMENTS

Cognitive

- Criteria Cognitive Aptitude Test

Skills

- Typing Test
- Criteria Basic Skills Test
- Computer Literacy and Internet Knowledge Test

Personality

- Employee Personality Profile
- Customer Service Aptitude Profile

Interview

CLASSIFICATION HISTORY

DATE	COMMENT
August, 2023	Draft prepared by CHM
November 2023	Updated per the PDQ and added Certification Assessments by BC
June 2024	Updated Pay Grade from "2" to "3"

EEOC

The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT

I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.

Date	Signature

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.