

FLSA STATUS	Non-Exempt	CIVIL SERVICE	No
UNION	No	TELECOMMUTE ELIGIBLE	No
DEPARTMENT	Administration, Police, Engineering, and City Clerk	DEPARTMENT NUMBER	Various
REPORTS TO (TITLE)	Various	JOB FAMILY	Administrative Support
PAY GRADE	4	DATE OF LAST REVIEW	June 2024

NATURE OF WORK
<p>The second level of the Administrative Support Series is responsible for performing various routine clerical and administrative duties for an assigned program, division, or department using basic knowledge of work areas. Responsibilities may include processing complex transactions and handling escalated customer service requests requiring advanced knowledge and experience and independent initiative; maintaining records; interpreting specialized documents; preparing reports requiring in-depth program knowledge; printing/duplexing; and/or providing specialized administrative support to senior staff and logistical support for programs. This role also serves as a first contact to the public via telephone, email and/or in person.</p> <p>This position requires the ability to handle and maintain the confidentiality of sensitive information with the utmost discretion and professionalism.</p>

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.	Responds to requests for information from the general public, staff, and/or other interested parties; answers routine questions; directs callers/visitors to appropriate locations or staff.
2.	Prepares, reviews, and/or processes a variety of routine correspondence, logs, information, paperwork, invoices, forms, and/or other related information in assigned area of responsibility; keys information into applicable spreadsheets and/or databases. Includes information for staff summaries, resolutions, ordinance changes, etc. for meetings.
3.	Receives, sorts, and distributes a variety of correspondence, deliveries, and mail; makes photocopies; and faxes documents.
4.	Files documents alphabetically, numerically, or by other prescribed methods in established filing systems. May include scanning or photocopying pertinent documents.
5.	Monitors and restocks office supplies and materials.
6.	Assists with departmental budget management including maintains records of activities and prepares operational reports.
7.	Accepts standard payments and issues receipts, reconciles petty cash, reviews and processes invoices, and maintains assigned budget by monitoring and controlling expenditures.

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Administration department may be additionally responsible for:

- Greets and directs guests in City Hall;
- Serves as assistant to the Administrative staff

Positions assigned to City Clerk department may be additionally responsible for:

- Greets and directs guests in City Hall;
- Assists City Clerk including covering City Council meetings in the City Clerk absence, maintaining City Policy book, providing document packets for candidates during elections;
- Issues various permits & licenses as required in iWorQ software and records payment;
- Preparing monthly City Meeting Schedules and maintaining City Scrap Book;
- Acts as a Notary for the City

Positions assigned to Engineering department may be additionally responsible for:

- Issues sidewalk/driveway, excavating permits or culvert applications;
- Tracks and processing contracts;
- Enters invoices and projects pay requests;
- Prepares and verifying timesheets.

Positions assigned to Police department may be additionally responsible for:

- Submits grant information for Drug Task Force;
- Serves as assistant to the Police Chief;
- Prepares and verifying timesheets.

DIRECTION PROVIDED

Does not officially supervise other employees.

TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS

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

AND

3 years administrative support or related experience.

OR

An equivalent combination of education/training and experiences which provide the required knowledge, skills, and abilities.

LICENSING / SPECIAL REQUIREMENTS

Minimum word processing speed of 45 WPM

SKILL/ABILITIES REQUIREMENTS

- Customer service principles;
- Modern office procedures and equipment;
- Mathematical concepts;
- Report preparation techniques;
- Basic budgeting principles and monitoring;
- Maintaining records and files;
- Preparing meeting agendas and minutes;
- Preparing reports and specialized documents;
- Maintaining confidentiality;
- Prioritizing work;
- 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.
- Ability to use computers and relevant software (ex.: Microsoft Office). Requires frequent use of Microsoft Office Suite (Word, Excel, and Outlook).

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.)

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
June 2023	Draft prepared by MLZ

December 2023	Updated as per PDQ by BC
June 2024	Updated Position Assessments and Pay Grade from “3” to “4” by BC

EEOC
<i>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.</i>

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.