

City of Phoenix

JOB DESCRIPTION

Title: Administrative Assistant
Department: Administration
Reports to: City Recorder/Assistant Finance Director
FLSA Status: Non-exempt
Union Position: Yes
Effective Date: January 1, 2015

DEFINITION: To coordinate and perform a wide variety of responsible and complex administrative support duties for the assigned Department; and to provide information and assistance to the public regarding the assigned programs and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The duties and responsibilities are not to be construed as all-inclusive. The essential duties will include other responsibilities as assigned or required.

ADMINISTRATIVE SUPPORT:

1. Establish and maintain records and files on all matters relating to the City.
2. Answers and transfer telephone calls for all departments.
3. Assists with Agendas for meetings.
4. Retrieves mail and makes bank deposits.
5. Assists City Manager and City Recorder as needed.
6. Oversees and maintains office equipment.
7. Provide a high level of customer service at all times.
8. Oversees and coordinate the ordering and storage of appropriate supplies.
9. Perform Office filing. Duties consist of document filing, keeping file folders current by preparing new folders as needed, providing a logical index system for easier retrieval, archiving files and determining retention dates based on Archives Division/OAR schedule.

UTILITY BILLING CLERK:

1. Process all Utility billing information and Utility billing cash receipts on a daily basis.
2. Monitors customer accounts – turn on and turn off.
3. Notify Public Works Dept. of delinquent utility billing accounts and assist in preparing shut-off notices.
4. Maintains customer data; collect and post payments, adjustments, etc.
5. Answer inquiries about new service – initiates work orders for new services and meter installation.
6. Upload and download data from interrogators.

ASSISTANT MUNICIPAL COURT CLERK:

1. Prepares and maintains court docket which includes filing citation, preparing court dockets, and assembling the necessary documents.
2. Processes arranging payment of fines.
3. Prepares abstracts on disposition of traffic citations and sent to Dept. of Motor Vehicles when defendant pays in full.
4. Perform Citation filing. Duties consist of preparing new folders as needed, entering citations into the software system, filing citations, and archiving files.
5. Prepare documentation necessary to file suspension dockets with Southern Oregon Credit.

ESSENTIAL JOB FUNCTIONS:

1. Ability to work independently.
2. Ability to make basic mathematical computations accurately.
3. Ability to work on multiple projects at the same time.
4. Ability to exercise good judgment.
5. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
6. Ability to communicate effectively both verbally and in written form.
7. Ability to interpret and apply administrative and departmental policies and procedures.
8. Ability to anticipate customer needs and give high priority to customer service and satisfaction.
9. Ability to develop alternative solutions and recommendations in support of stated goals.
10. Ability to work with staff and accept direction on employee related improvements.

JOB QUALIFICATION:

1. Advanced knowledge of office practices, filing systems, and record keeping procedures.
2. Knowledge of Word and Excel.
3. Experience in front line customer service.
4. Equivalent of high school diploma or three years of related experience and/or training; or equivalent combination of education and experience.
5. Priority will be given to bilingual Spanish speakers.

PHYSICAL DEMANDS OF THE POSITION:

While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 80% of the work period while operating equipment such as computer keyboard, telephone, fax, and copier, etc. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus.

WORKING CONDITIONS:

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

The noise level in the work environment is typical of most office environments.