CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Parks Operations Administrative Secretary**	**UNION:1937**
		SG:110
CLASS TITLE:	**Administrative Secretary**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Park and Recreation Department – Operations Division**	**EEO4CODE:AS**

JOB SUMMARY:

Performs a variety of administrative and secretarial duties to support the Park Operations Division. Provides direct support to the Park Operations Manager and the Park Operations Division's senior management, professional and related technical staff. Work requires a broad knowledge of City and Department functions, policies and procedures. Develops, organizes and implements office work systems and structures; accountable for compliance with records and information systems rules and regulations, troubleshooting and problem resolution. Responsible for receiving and receipting functions and oversight of retail sales reconciliation and customer service for Bayview Cemetery. Serves as administrative support for various boards and committees. Handles a variety of general and confidential inquiries from citizens and employees; assists in coordinating responses.

SUPERVISORY RELATIONSHIP:

Reports to the Park Operations Manager. Receives assignments from and maintains close working relationships with the Parks and Recreation Director, Division Managers, professional and technical staff and department administrative staff. Work is performed under general supervision and the guidance of City, department and division policies, rules and regulations. Oversees day-to-day work of the Cemetery Office Assistant.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Organizes, supports and coordinates the operations of the Park Operations Division's senior management, professional and technical staff. Independently conducts major administrative support projects, including conducting research, preparing correspondence, documents, reports, and spreadsheets for internal use. Provides assistance to the public and other employees on technical information based on Parks and Recreation rules, guidelines, policies and procedures. Orders, maintains and stocks office supply and staff uniform inventory; responsible for vendor communications regarding orders. Makes training and travel arrangements as required.

2. Performs administrative tasks and functions related to Park Operations Division file systems, databases, records, and reports. Coordinates records management and maintains documentation. Maintains computerized cemetery records and reports including burial records, billing statements, cemetery contracts, and issuance of deeds. Maintains records and secures keys for parks and recreation keys system.

3. Responds to a variety of inquiries, complaints and correspondence from the public, other agencies and City staff. Prepares, reviews, proofreads and edits documents including letters, memos, forms and reports. Composes detailed letters, templates, invoices, and reports independently or from brief direction from management staff in accordance with established procedures and legal requirements.

4. Responsible for administrative tasks involving personnel. Oversees and tracks seasonal and regular staff paperwork and status including the maintenance of confidential personnel files, separation paperwork, driver's license/commercial driver's license records, employee training records and certification renewals in coordination with Human Resources. Receives, reviews, corrects, processes and enters timesheets for Park Operations Division staff; provides basic training on electronic payroll and assists with troubleshooting errors. Oversees the maintenance and processing of division organizational charts, phone lists, job descriptions and procedural documentation. Provides administrative and logistical support for job recruitments and interviews; provides technical support to managers on the use of recruitment software.

5. Reviews, coordinates and tracks contracts for completeness; utilizes databases to route contracts for signatures and track for final distribution. Ensures receipt of Labor & Industries Prevailing Wage documentation is correct and complete.

6. Oversees accounts receiving and accounts payable functions for Bayview Cemetery. Ensures accuracy of incoming invoices, codes and submits for payment. Runs monthly and annual financial period close reports generated from cemetery software system and reconciles various cash receipts reports to Finance Department records sales reports and funding accounts. Disperses earnings to Pre-need Trust Fund. Sends completed and balanced reports to accounting.

7. Responsible for security and administration of cash and receipts, specifically petty cash funds and Parks credit card receipts for the Parks Operations Division. Performs reconciliation of cash and other remuneration.

8. Oversees, maintains, and updates the park donation files. Responds to inquiries and coordinates donated items. Updates mapping software with donation location and plaque details.

9. Assists with division budget tracking and compilation of data for various reports. Monitors and records budget expenditures including processing invoices, purchase orders and reimbursements for payment; processes purchase requisitions; codes and approves invoices for payment, reconciles vendor accounts and initiates journal entry adjustments. Processes accounts receivable invoices for commercial lease contracts. Processes daily revenue reports from the golf course to City deposit records. Researches discrepancies for possible resolution.

10. Oversees day-to-day work of the Cemetery Office Assistant. Organizes, assigns and monitors work; provides training, technical guidance and feedback. Gives input regarding employee performance to supervisor.

11. Acts as receptionist: answers multi-line phone systems, responds to inquiries or routes calls; receives and directs visitors; receives and distributes mail.

12. Provides administrative support for various committees, boards and work groups as assigned. Prepares public notices, agenda and supporting materials; takes and records

minutes; prepares and distributes final minutes and reports; maintains files; and conducts follow-up assignments as necessary. Uploads agendas and minutes to City website as needed.

13. Coordinates submittal of City Council Agenda Bills as requested and maintains accurate schedule of upcoming City Council items.

14. Through assigned staff, assists with community garden program by tracking maintenance issues and sending plot maintenance notices as directed by the Park Grounds Maintenance Manager.

15. Initiates and enters maintenance management system functions including service requests, work orders, inspections, and storeroom items. Assists with equipment and crew management, troubleshooting, and coordinating with asset management group to improve data accuracy. Monitors and maintains the alarm system software for all park buildings by adding or deleting users, controlling administrative access and troubleshooting status, including working with software vendor to resolve issues. Assists with user training.

ADDITIONAL WORK PERFORMED:

1. Oversees lost and found items turned in from various City parks.

2. Serves as backup to regular cemetery staff as needed, including the Cemetery Sexton for month-end reconciliation, pulling reports from cemetery software and financial management system, reconciling data and entering journal entries. Edits cemetery grave information and prints lot maps using cemetery mapping software. Verifies memorial pricing and answers procedural questions. Prepares and reviews affidavits for accuracy. Provides backup administrative support for burial arrangements and coordination and scheduling of burial services

3. Assists with basic website updates for the Park Operations Division.

4. Performs other duties as assigned within the scope of this classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of administrative support functions, clerical principles and practices.
- Purpose, practices, and policies of Parks and Recreation departmental programs, policies and procedures including Cemetery operations.
- Government office procedures and policies.
- Office practices, procedures and equipment.
- Business English, composition, spelling, punctuation and grammar.
- Basic math including the ability to add, subtract, multiply and divide accurately.

Skill in:
- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.

- Strong skills in organization and planning, problem analysis, decision making, adaptability, and flexibility.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting.
- Use of computerized information systems, word processing, spreadsheet, database, computerized recordkeeping and file management applications including Microsoft Office.
- Organizing and prioritizing work of self and others.
- Problem solving and decision making.
- Writing and laying out various documents, materials, and correspondence.
- Creating, maintaining, and working with files and record keeping systems.
- Reading, understanding, and applying departmental procedures, systems, and policies.
- Establishing and maintaining manual and computerized filing and record keeping systems.

Ability to:

- Work independently to carry out the responsibilities of the position.
- Ability and willingness to learn new computer applications.
- Operate a 10-key calculator with accuracy.
- Perform as a lead worker and prioritize, delegate and review work assignments of office assistant(s), including ability to give written and oral instructions.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Communicate effectively with others to explain policies and procedures and to deal with other employees, agencies and the general public using courtesy, tact and good judgement.
- Operate standard office equipment such as printer, computer, calculator and photocopier.
- Read, understand, apply and explain City/department/divisional policies and procedures.
- Work independently, organizing work with a minimum of supervision.
- Work quickly, accurately and thoroughly with close attention to detail to meet deadlines in an atmosphere of frequent interruptions.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Occasionally transport objects weighing up to twenty-five (25) pounds;
  - Move between work sites.

WORKING ENVIRONMENT:

Work is performed in a busy office environment and includes a normal range of noise and frequent distractions with very low risks working around standard office equipment. Work involves sitting and working in front of a computer terminal for extended periods of time. Occasional work may be required outside of normal business hours due to attendance at various board and/or committee meetings.

EXPERIENCE AND TRAINING:

- Three years (3) of progressively responsible administrative experience in a busy office environment.
- Proficient in the use of computerized information/accounting systems or programs including Microsoft Office.
- Bookkeeping experience and/or training.
- One year post-secondary, vocational, or college training.
- Ability to type at 60 wpm, NET required.
- Municipal or other government experience preferred.

- A combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a Washington State Adult/Child Abuse records check, criminal conviction and local background check.
- Ability to work evenings occasionally due to attendance at various board and/or committee meetings.

PREPARED BY: Holt Consulting
7/00

REVIEWED BY: _____
Nicole Oliver, Parks & Recreation Director

REVISED BY:
S. Janiszewski
E. Weinberg
04/21