CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Public Works Operations Office Assistant**	**UNION:1937**
		SG:107
CLASS TITLE:	**Office Assistant III**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Public Works - Operations**	**EEO4CODE:AS**

JOB SUMMARY:

Performs a variety of complex data entry, clerical, and technical duties for Public Works - Operations. Work requires broad knowledge of City and departmental functions and procedures. Works independently under general supervision. Work includes database management and tracking, with close attention to detail and deadlines. Acts as backup receptionist/ clerical support for Public Works Operations.

SUPERVISORY RELATIONSHIP:

Works under the immediate supervision and direction of the Public Works Operations Administrative Support Supervisor, and the guidance of applicable federal, state and local statutes, regulations, polices, procedures and contractual agreements. . Provides support to Public Works - Operations Administrative Management Staff. Employees work independently under general supervision and according to City, department and division rules and regulations. Work is assigned by various supervisors and superintendents.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides complex clerical and technical support to Public Works staff, including composing letters and memos from verbal instructions or handwritten drafts. Prepares standard reports and performs filing, copying and mailing as needed.

2. Develops and maintains accurate database and filing systems for specific functions within Public Works - Operations including tracking employee training and licenses or inspections and schedules in support of the cross connection program.

3. Enters data into the work management system and completes other data entry projects as assigned utilizing multiple specialized complex systems and databases. Enters data, checks for accuracy, verifies information and updates or corrects data as needed to ensure accuracy.

4. Schedules training and makes travel arrangements for staff, to include registrations, out-of-town reservations, transportation and lodging. Prepares and processes travel authorizations, completes travel advance requests and expense reports.

5. Performs reconciliation of purchasing cards as needed; ensuring proper backup, coding and approval.

6. Processes daily automated programs for uploading information into the asset and work management system.

7. Develops, recommends and establishes computerized and hard copy file systems. Coordinates file system updating, maintenance and purging. Recommends, implements and maintains records tracking systems; monitors access to and release of files and records. Advises and/or trains department employees on filing system and form design. Ensures compliance with the City's records classification system and state retention guidelines.

8. Assists in organizing and supporting the administrative work of the division including recommending and implementing administrative processes and procedures to improve workflow and organization within scope of responsibility.

9. Receives and directs visitors and phone calls; provides program information, communicates with vendors, responds to inquiries and refers to appropriate staff.

10. Acts as backup receptionist for Public Works Operations. Refers information by personal contact, telephone, intercom systems, cell phone and two-way radio.

11. Acts as backup timekeeper for the Public Works Operations division.

ADDITIONAL WORK PERFORMED:

1. Performs data entry and processing services for Public Works divisions.

2. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Standard office practices and procedures including ability to file alpha-numerically, indexing, cross reference methods, etc.
- Good working knowledge of standard office equipment operation, including desktop computers and standard office software applications.
- Purpose, practices, and policies of the Public Works Department's Operations Division, including the operational relationships between City departments, other governmental agencies and community groups and agencies.

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 literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting..

Ability to:

- Work independently to carry out the responsibilities of the position.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, and database programs.
- Operate a 10-key calculator with accuracy.
- Add, subtract, multiply, divide, and perform basic statistical calculations.
- Work with a high degree of accuracy and attention to detail and to follow detailed procedures and work schedules in an atmosphere of frequent interruptions and working deadlines.
- Function effectively in an advanced technology environment and contribute to the Division's overall mission and goals.
- Work independently, solve problems, and organize work with minimum supervision.
- Willingness and ability to maintain confidentiality of sensitive information.
- Communicate orally in English, to spell and write legibly on forms, letters, reports, and customer correspondence.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - Frequently operating a computer and detecting and interpreting information on a computer screen and or typewritten page.
  - Frequently and effectively communicating with others.
  - Moving between work sites.
  - Occasionally transporting objects weighing up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed primarily at a computer workstation in a busy office environment and includes a normal range of noise and frequent distractions with low everyday risks. Work involves sitting and working in front of a computer terminal for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three years of progressively responsible clerical experience or any combination of experience and education that provides the applicant with the desired skills, knowledge and ability to perform the job. Post-secondary vocational or college training preferred.
- Proficient in the use of computer software to include word processing, spreadsheets, database and computerized record keeping systems and file management applications required. MS Office experience preferred.
- Experience in computerized data entry requiring high degree of accuracy and speed.
- Keyboarding skills of 45 wpm required.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions and local background check.

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