

# CITY OF HELENA



**Position Title:** Admin Asst I

**Department:** Community Development

**Position #:** 12602

**Grade:** 123

**EEO Category:** (06) Admin Support

**FLSA:** Non-exempt

**EEO Function:** (01) Financial Admin

**Work Comp Code:** 8810-Clerical

## **DEFINITION**

Under general supervision performs a variety of general secretarial and clerical duties in support of the Building Division; provides word processing and data entry support; and provides general information and assistance to City staff and the public.

## **SUPERVISION RECEIVED**

Position reports directly to the Chief Building Official and receives day to day general direction from the Administrative Assistant II position in the office.

## **SUPERVISION EXERCISED**

None

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Performs responsible secretarial and clerical work with accuracy and speed in support of the Building Division. Types and proofreads a wide variety of reports, letters, and memoranda from rough drafts, verbal instructions, or transcribing machine recordings using various software applications. Composes routine letters and summaries or reports as assigned.

Calculates, collects and accounts for fees and charges from permits; performs data entry required to process multiple permits..

Assists in the development of forms, worksheets, and the day-to-day management of extensive hardcopy and electronic record-keeping systems for the collection, recordation, dissemination, and maintenance of Building Division and Community Development Department program information.

Prepares, verifies, and reviews forms and reports for completeness and conformance with established regulations, policies, and procedures.

Arranges and schedules a variety of meetings using computer software programs; notifies participants; confirms dates and times; reserves sites; prepares appropriate materials; attends meetings as needed and takes and prepares minutes of the proceedings.

Receives calls, takes messages, and greets visitors; responds to or routes general complaints and requests for information from the public to the appropriate staff or city offices; provides information on basic city and division services, policies, rules, and regulations in response to inquiries and complaints; assists in the resolution of concerns and complaints.

Participates in the preparation of claims, field purchase orders, and the tracking of Building Division expenditures.

Assists in maintaining up to date record keeping and filing systems for financial, budgetary, personnel information; and transactions, operational logs, calendars, project-related chronological records, permit forms, and reports to ensure accuracy and easy retrieval of information. Maintains and updates resource and reference materials, codes and manuals; maintains mailing lists.

**Important & Essential Duties cont.:**

Receives, processes and distributes incoming mail, Faxes, and interoffice communications; circulates or directs correspondence to appropriate staff; prepares written responses as directed.

Supports special projects, assignments, and activities for Building Division programs, and other Community Development Department activities as directed.

Operates modern office machines and equipment including PC, word processors, printers, copiers, 10-key and calculators, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

Attends and participates in staff meetings and related activities; attends workshops, conferences, and classes to increase professional knowledge of codes and construction as directed.

**OTHER JOB RELATED DUTIES**

Performs other related duties and responsibilities as assigned.

**SAFETY RELATED DUTIES:**

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Modern office practices, methods, and equipment including personal computer equipment and applicable software applications.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of basic business letter writing and report preparation.

Principles and procedures of record keeping.

Principles and techniques used in communicating effectively with the public.

Word processing methods, techniques, and programs including spreadsheet and database applications.

Basic mathematical principles.

**Skill to:**

Operate modern office equipment including personal computing equipment.

Type and enter permit-related data at a speed necessary for successful job performance.

Transcribe written drafts at a speed necessary for successful job performance.

**Ability to:**

Learn the administrative support procedures and functions of the Building Division.

Learn, understand, and apply the policies, procedures, laws, codes, and regulations pertaining to division programs and functions.

Understand the organization and goals, objectives, and operation of the Building Division and Community Development Department; and the city, as necessary to assume assigned responsibilities.

Respond to correspondence, direct inquiries or telephonic and electronic requests for information regarding policies and procedures in a customer friendly yet clear and concise manner, whether orally or in writing.

Prepare and maintain complex, extensive, and confidential records and reports.

Research, collect, compile, and analyze information and data as directed.

Perform accurate mathematical computations.

Successfully plan and organize the multifaceted aspects of division's administrative support to meet schedules and deadlines.

Understand and follow oral and written instructions.

Exercise sensitivity in providing a superior customer service response. Use common sense and good judgment when evaluating the appropriateness of flexibility and creativity in responding to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with division and other city staff, and with the public contacted in the course of work.

**Work Environment**

Ability to work and maneuver within a standard office environment; including sitting for extended periods, standing at a counter to serve the public, limited bending and kneeling to access files, and light lifting as required for mail and incoming plan submittals.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Two years of responsible clerical and secretarial experience with database software and using personal computers for word processing and data entry.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial course work in office practices, personal computing and data entry.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

**YES or NO** (circle one)

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_