

CITY OF HELENA



Position Title: Administrative Assistant III
Position #: 13405
EEO Category: (06) Administrative Support
EEO Function: (01) Financial Administration

Department: PW/Utility Maintenance
Grade: 135
FLSA: Non-Exempt
Work Comp Code: 8810

DEFINITION

Under general direction, to supervise, plan, and perform a variety of financial, accounting, and highly responsible, confidential and complex administrative duties and program and project support for an the Utility Maintenance Division; to plan, organize, and oversee the operations and functions of the assigned office; to provide ongoing program and project support to the Public Works Department as needed, and to provide information, direction, and technical and program assistance to staff, other departments, outside agencies, and the general public.

SUPERVISION RECEIVED

Supervised by the Utilities Maintenance Superintendent.

SUPERVISION EXERCISED

Supervises temporary support staff and lower level administrative assistant when required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Coordinate and schedule day to day operations of the division including a wide variety of activities involving water meters, water taps, emergency and routine maintenance repairs on the water distribution, sewer collection, and storm water systems. Assists and schedules work in the field based on calls received with input from section supervisors and using independent judgments.

Interpret regulations, policies, and procedures; make decision involving independent judgment and requiring specialized knowledge of technical practices and precedents; analyze situations and make appropriate decisions without immediate supervision.

Provides information to a wide audience regarding water utility accounts, sewer and water utility charges and fees and new service connections for water and sewer connections. Assists in establishment, tracking and billing of new utility accounts and monitors and tracks existing accounts for proper charges; trouble shoots utility service problems and questions, and assists and schedules maintenance work based on customer complaints and inquiries.

Participate in planning and policy development; conduct a variety of organizational studies, investigations, and operational studies; collect, analyze, and compile material for review and analysis; provide recommendations for changes in programs, policy, or procedures to improve efficiency and cost effectiveness of operations; coordinates consultation, information exchange, and necessary clearances and or approvals.

Participate and assist in the administration of the Utility Maintenance Division office; supervise, organize, and manage and direct all office activities associated with the office; plan, recommend, and implement organizational or procedural changes affecting administrative activities and as needed for effective program operation and support including recommended improvements in work flow, policies and procedures, and use of equipment, forms, computers and software.

Organize the flow of administrative, financial, division deposits and billing for division services that are provided for a fee and budgetary communication through the Department in an efficient and effective manner with City staff, news media, the general public, businesses, and other agencies.

Important & Essential Duties cont.:

Relieve executive staff of a variety of administrative details and electronic maintenance work recording and support; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies. Routinely sends out letters on leaking water services, improper meter installs and related problems, root and grease letters in support of the Superintendent, water distribution supervisor, sewer and storm Supervisor and Meter and Backflow Program Supervisor; performs special projects in support of assignments from the City Manager, Public Works Director and Superintendent.

Develop drafts and assist in the preparation and monitoring of the division and program budgets including analysis and determination of annual budget needs and determining expenditure and revenue requests for designated accounts; monitor and approve expenditures verifying fund balances and proper accounts of the approved budget; receive and account for revenue from fees; review the Department's financial condition, resolve problems, and recommend and initiate corrective action to ensure financial integrity. Administratively responsible for water maintenance budget, wastewater maintenance budget, and storm water budget, with combined expenditures of between \$2 and \$5 million dollars annually.

Serve as a primary resource and information source regarding Department policies, procedures, objectives, and operational functions; receive and interview office visitors and telephone callers; answer questions and provide information where judgment, knowledge, and interpretations are utilized, especially in the proper handling and interpretation of technical, financial, and confidential information or files; resolve complaints regarding water issues, file customer complaints; refer caller to appropriate source as necessary. Trouble shoot high water bill calls, concerns and problems. Initiate work orders and dispatch the personnel out to jobs to complete tasks. Arrange appointments for meter crew to complete work orders. Work with contractors getting meters delivered for new construction and track new water services and meters with the City Building Division and contractors.

Collect, compile, and analyze information from various sources on a variety of specialized topics related to programs, rate studies and in assigned area; write reports which present and interpret data, identify alternatives, and make and justify recommendations.

Help coordinate, and review the work plan for meter and assigned staff; meet with staff to identify and resolve problems; assign work activities, water taps and projects; create on-call list for the division, monitor work flow and dispatch crews for service orders and possible leaks, and emergency situations; review and evaluate curb box locates and fire hydrant information to direct crews of location, work with contractors for installation and policy of hydrant meters and water consumption for projects.

Work with and maintain current maintenance program (Hansen), identify work history on accounts and add information and create new work orders in system to create data in maintenance program retrieve information for crew off of past work history; retrieve and analyze customer service information from various databases, including Hansen, City-Works, HTE, Arc Map.

Assist in a variety of department operations; coordinate, supervise, monitor, and participate in special projects, assignments and activities as assigned; maintain control files on matters in progress and expedite their completion; serve on committees as assigned.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; perform varied and responsible administrative, fiscal, and supervisory duties involved in the processing and completion of administrative operations for the assigned Department.

Coordinate activities with other departments, divisions, the public and outside agencies; maintain calendars of department activities, meetings and various events.

Represent the assigned Department in meetings and groups as assigned; prepare and make presentations.

Important & Essential Duties cont.:

Maintain calendar of appointments for the Superintendent, Water Distribution Supervisor, Wastewater/Storm Supervisor and meter program, coordinate travel and meeting arrangements; arrange meetings, conferences and other functions for the Department executive.

Initiate and maintain a variety of files and records for information related to the Department including financial, budget, personnel claims process, budget, coordinate and initiate department contracts, monthly division reports, incident reports operational and administrative records; maintain and update resource materials.

Prepare, review, and process claims and permit applications; validate coding of claims; prepare for appropriate executive signature.

Operate modern office machines and equipment including personal computers, printers, copiers, calculators, and FAX machines; routinely use a full range of word processing, spreadsheet, database, and other computer software applications.

Order parts and materials for projects or to complete inventory, receive parts and materials from suppliers, complete division inventory, store, and distribute supplies, forms, and related items; prepare purchase orders; contact vendors and suppliers as needed; maintain related records.

Identify, create and call in a One-Call locates for an emergency or schedule work be able to identify work area and process correct information to one call for proper locates.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

Verify and record timecards for department staff to ensure coding, shift differential, overtime, call back, and that related items are correct and applied to proper accounts.

OTHER JOB RELATED DUTIES

Perform 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:

Office and administrative management principles.

Principles and practices of budget development, administration, analysis, and control.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation for water and wastewater history.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

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

Knowledge of cont.:

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

Principles and practices of business letter writing.

Complete knowledge of AS400, HTE, and utility maintenance and GIS applications. Use of geospatial information systems and programs for data acquisition and analysis.

Principles and procedures of record keeping.

Principles and practices of data collection and report preparation.

Techniques used in public relations.

Word processing methods, techniques, and programs including spreadsheet and data base operations.

Accounting principles and practices.

Mathematical principles.

Principles of supervision and training.

Skill to:

Operate modern office equipment including computer equipment.

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

Take and transcribe dictation at a speed necessary for successful job performance.

Ability to:

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical and administrative reports.

Prepare and administer budgets Water Utility Maintenance, Wastewater Utility Maintenance and Stormwater Utility Maintenance.

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

Prepare clear and concise summaries and reports.

Develop operating procedures and implement programs and policies.

Read, understand, apply, and explain technical policies and procedural requirements.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Work under limited supervision within a broad framework of standard policies and procedures.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Respond to inquiries and requests for information from the public and City personnel regarding policies and procedures.

Work cooperatively with other departments, City officials and outside agencies.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Maintain confidentiality of data and information.

Ability to cont.:

Independently prepare correspondence and memoranda.

Perform accurate mathematical computations for calculating water bills and consumption on hydrant meters and various water storage tanks.

Plan and organize work to meet schedules and deadlines.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Work Environment:

Ability to work in a standard office environment.

Physical Demands:

Position requires the ability to perform sedentary physical work. Ability to lift and carry up to 50 pounds regularly and on occasion up to 80 pounds. Ability to perform body movements applicable to records management and an office environment. Possession of hand/eye coordination adequate to operate a computer and calculator. Ability to talk and hear in person and by telephone. Ability to see and read instructions, spreadsheets, reference materials, and computer reports.

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:

Five years of increasingly responsible administrative assistant, office management, accounting, or related experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training and course work in management or business administration, office practices, or a related field.

License or Certificate:

Possess a valid Mt. Drivers License and maintain an acceptable driving record.

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: _____

Revised Date: September 2008

Effective Date: January 1999