

CITY OF HELENA



Position Title: Administrative Assistant II

Department: Community Facilities

Division: Civic Center

Grade: 132

FLSA: Non-exempt

DEFINITION

Under direction, to perform a variety of highly responsible, confidential, and complex secretarial, administrative, and financial duties in support of the Community Facilities Department and Department Director; to assist in planning, organizing, and coordinating support activities, operations, and functions related to the assigned office; and to provide general information and assistance to staff and the general public.

SUPERVISION RECEIVED

Under the direct supervision of the Civic Center Manager

SUPERVISION EXERCISED

May exercise technical and functional supervision over volunteers.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Attend to and process administrative details not requiring the immediate attention of assigned staff members; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies.

Maintain accurate and detailed calendars of events, due dates, and schedules as they relate to assigned areas.

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative; perform varied and responsible secretarial duties to assist in the processing and completion of administrative operations for assigned staff; prepare and maintain procedural manuals as assigned.

Respond to specific and technical requests for information and assistance from the public, City staff, and representatives of other organizations; interpret regulations, procedures, policies, systems, rules, and precedents in response to inquiries and complaints; research and gather information to provide accurate answers and information; resolve concerns and complaints in a pleasant and personable manner; refer more technical questions or issues to supervisor; ensure follow up to unanswered inquiries.

Receive, compile, and organize information for the preparation of correspondence, documents, and reports as assigned; prepare a variety of correspondence, documents, and reports; compose confidential correspondence, documents, and reports; maintain confidentiality of information.

Perform a wide variety of specialized technical and advance level clerical work including maintaining accurate and detailed records and spreadsheets, verifying accuracy of information, researching discrepancies, and recording information.

Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, records, and files.

Provide support for Civic Center ticket box office sales for Civic Center/City-wide events.

Provide initial contact for the Community Facilities Department (both phone and personal).

Important & Essential Duties cont.:

Collect, compile, and analyze information and data from various sources on a variety of specialized topics related to the assigned program; check and tabulate statistical data; write reports which present and interpret data, identify alternatives, and make and justify recommendations; prepare and assemble reports, manuals, articles, announcements, and other informational materials.

Provide clerical support for the Community Facilities Department for contract management, correspondence, data management, file management and development of the facility asset management system.

Process and monitor status of contracts; collect and account for fees and charges;

Maintain detailed calendar of Department activities and for assigned staff; arrange interviews, appointments, schedules, conferences, travel arrangements, and itineraries.

Take and transcribe minutes at regular Civic Center Board meetings and special meetings and designated committees; prepare meeting packets for distribution; represent the assigned department in meetings and groups as assigned.

Establish and maintain complete records, spreadsheets and files including financial, budget, personnel, operational, and administrative records.

Coordinate, supervise, and monitor special projects, assignments, and activities as assigned; maintain control files on matters in progress and expedite their completion.

Participate and assist in the administration of the assigned office; recommend organizational or procedural changes affecting support activities; recommend improvements in work flow, procedures, and use of equipment and forms.

Prepare and review the work schedule for assigned staff; attend staff meetings and track staff assignments; Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, microfilm machines, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders.

Assist in the preparation and monitoring of Department's budget including to secure purchase orders, process invoices, monitor account balances, and perform account transfers.

Maintain monthly accounts receivable spreadsheets and balance to City Treasurer. Analyze situations and make appropriate decisions without immediate supervision, refer complex issues or decisions to supervisor .

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

Create, develop and post appropriate signs for electronic marquee.

Develop and maintain active content and links for Civic Center website.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Modern office practices, methods, and equipment including computer equipment and applicable software

programs.

Knowledge of cont.:

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

Principles and practices of business letter writing.

Principles and procedures of record keeping.

Principles and techniques used in dealing with the public.

Basic principles of budget preparation and control.

Microsoft Word methods, techniques, and programs

Microsoft Excel methods, techniques, and programs including spreadsheet and workbook applications.

Practices used in minute taking and preparation.

Mathematical principles.

Skill to:

Operate modern office equipment including computer equipment.

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

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

Ability to:

Learn the procedures and functions of the assigned position.

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

Understand this position's role in the organization and operation of the assigned department and the City 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.

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

Analyze situations carefully and adopt effective courses of action.

Maintain confidentiality in areas of data and information.

Independently prepare correspondence, memoranda, and minutes of meetings.

Compile and tabulate data and information and prepare summaries and reports.

Perform accurate mathematical computations.

Plan and organize work to meet schedules and deadlines.

Understand and follow oral and written instructions.

Exercise good judgment, discretion, flexibility, creativity, and sensitivity in communications and responses 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.

Physical Demands & Work Environment

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, climb, exposure to noise, outdoors, confining work space

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:

Three years of increasingly responsible administrative, financial and clerical experience

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized course work in office practices, MS Word and Excel programs, management, or business administration.

License or Certificate:

None

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: _____