



UTILITIES

ADMINISTRATIVE ASSISTANT

JOB STATUS: NON-EXEMPT

DATE MODIFIED: 2/24/2025

DEFINITION

The Utilities Administrative Specialist III performs skilled clerical and intermediate administrative office and varied clerical work involving complex problems and situations pertaining to various policies, procedures, practices of a specific department; office management; does related work as required. Ability to manage sensitive or confidential information in a professional manner.

The work in this class involves general administrative duties and office management skills. Employees in this class will be asked to initiate studies, prepare reports, data, and other related duties frequently developing and refining working procedures for themselves and any applicable subordinates. Work problems involving important departures from standard policies or procedures are reviewed ordinarily by a superior for a final decision. This position involves relieving an administrative superior of considerable detail and may involve frequent contacts with both the public and city personnel to interpret departmental policy. Assignments are received only in the form of suggestions or general outlines; detailed instructions being given only when the employee is confronted with an unprecedented situation.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Utility Manager.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Function:

1. Receives and processes citizen service requests and complaints, with complete documentation.
2. Processes invoices, purchase orders and invoices.
3. Prepares and creates purchasing requisitions, with complete documentation and follow-up.
4. Prepares and creates departmental open-end purchase orders, service requests, and work orders.
5. Responsible for leave time records for the department.
6. Responsible for orderly organization and operation of all clerical duties in the department.

7. Assists in the handling of public complaints, scheduling, and operational decisions in the absence of superiors.
8. Compiles comprehensive reports on departmental operations.
9. Assists in studies of operational problems.
10. Assures that departmental employees are evaluated on a timely basis.
11. Assists in preparations for the department's operating budget and monitors compliance with approved funding.
12. Represents the department on selected committees.
13. Responsible for the clerical operations of the department to ensure orderly organization and operation of clerical duties.
14. Composes correspondence, frequently without instruction or review.
15. Interprets administrative decisions and policies as explained by a superior.
16. Reads reports and summarizes information to facilitate review by, and conserve the time of, a superior.
17. Maintains records, transcribes, and types.
18. Able to utilize computer terminals, entering data, word processing, spreadsheets, etc.
19. Performs a wide variety of office administrative/clerical duties.
20. Performs related tasks as required.

Marginal Functions:

- Performs related duties and responsibility as required.

KNOWLEDGE SKILLS AND ABILITIES

Knowledge of:

- Knowledge of modern office practices, procedures, and machines
- Thorough knowledge of basic principles in bookkeeping and fiscal record keeping
- Ability to write clearly and concisely.
- Ability to prepare reports in an acceptable manner and practice.
- Ability to maintain an effective working relationship with superiors, employees, and public.
- Ability to interpret rules, regulations, policies, and to make decisions in accordance with established precedents.

- Ability to maintain and keep complex records and to prepare reports with data from such records: ability to plan, organize and supervise the work of a number of clerical subordinates.
- To use sound judgment in carrying out the responsibilities of this position
- Manual dexterity to work efficiently on a typewriter and/or computer keyboard for data entry.

Skill in:

- Experience using Microsoft software, including Word and Excel.
- Ability to perform routine administrative detail independently, including the composition of letters and memoranda.

Ability to:

- Understand and conduct oral and written instructions.
- Willingness to quickly learn and utilize new skills and knowledge brought about by rapidly changing information and/or technology. Integrity, ingenuity, and inventiveness in the performance of assigned tasks.
- Communicate clearly and concisely, both orally and in writing.
- Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.
- Establish and maintain cooperative working relationships with those contracted in the course of work.

REQUIRED QUALIFICATIONS:

- Minimum high school diploma or equivalent.
- Supplemental business courses at the college level in office techniques, customer and public relations, computers, and office management.
- Must demonstrate proficiency in typing and secretarial skills, word processing, operation of various office machines, and oral and written communication skills.
- At least three years' experience in a similar position, or any equivalent combination of work experience and education.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Task involves some physical effort, i.e., some standing and walking, or frequent lifting (5-10 lbs.) and occasionally 15-25 lbs.; or manual dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time sitting at a keyboard.

Environment:

Task is regularly performed without exposure to adverse environmental conditions.

Mental:

While performing the duties of this class, the employee is regularly required to use oral and written communication skills, read documents or instructions; observe and interpret data or information; use math and mathematical reasoning; learn and apply new information or skills; interact with Town staff, and other organizations.

Vision:

See in the normal visual range with or without correction; vision sufficient to read printed documents and to operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.