

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB256 Administrative Assistant II
<b>POSITION #/TITLE:</b> 2463 Administrative Assistant II	<b>Adopted:</b> 11-07
	<b>Revised:</b> 07-16

<b>POSITION DESCRIPTION</b>
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<b>Dept. ID/Description:</b> Finance-Administrative Services/Fleet Services & Facilities Maintenance	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 06
<b>Reports To Position #/Job Code #/JC Title:</b> 2438/NB367/Fleet Services Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Standard and Advanced Word, Excel, Access, Standard PowerPoint; Typing Test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Performs a variety of administrative support duties; compiles, verifies, and enters work order information for the Fleet Services and Facilities Management divisions, performs related work as required. Tracks, coordinates, and summarizes fleet related data from various sources.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative. This class is distinguished from the class of Administrative Assistant I by a greater scope and depth of work, including responsibility for specialized department or division records and interaction with key department or division personnel concerning technical program requirements. Deciphers technical and maintenance specific terminology. Handles confidential information.

<b>Examples of Essential Work (Illustrative Only)</b>
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Performs all vehicle titling and licensing functions coordinating with Iowa DOT, Asset Management, and local agencies;  
Serves as the one-call point of contact for Facilities Management and Fleet Services and provides information to callers or refers callers to other appropriate City personnel;  
Performs administrative duties, including confidential matters, for the Facilities Management and Fleet Services divisions.;  
Generates reports, lists and other documents utilizing computer based software programs as, required, and necessary to division functions and goals.;  
Interprets and applies city, departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;  
Copies, packages and distributes a variety of written materials as requested by manager/supervisor;  
Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as necessary or requested;  
Screens visitors, faxes, mail and messages directed to office personnel;

Supports customer service operations as required for operations and answers department telephone calls, receives and greets visitors to the department and provides information or refers callers and visitors to other appropriate departments;  
Listens to and directs customer feedback to the appropriate personnel, takes appropriate action to resolve and refer feedback as necessary,  
Reviews for accuracy and processes work orders for Facilities Management and Fleet Services and inputs data to work order management system on a daily basis;  
Contacts appropriate division personnel to resolve inaccuracies in time and materials for direct billing purposes;  
Extracts, analyzes and generates data and invoices for monthly direct bills for Fleet Services and Facilities Management;  
Prepares and processes accounts receivable invoices within the Finance Department;  
Performs payroll functions to include overtime tracking and employee time input verification;  
Requisitions supplies and materials for the Facilities Management and Fleet Services divisions as requested in accordance with Purchasing Services policies and procedures;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends meetings, conferences, training, and workshops to ensure and enhance effectiveness in position;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Performs related work as required.

#### **Required Knowledge and Abilities**

Thorough knowledge of modern office procedures, practices and equipment;  
Thorough knowledge of modern office filing systems and procedures;  
Good knowledge of division programs, policies and operations as applied to the work performed;  
Some knowledge of the organizational structure of City government;  
Good working knowledge of fleet management and facility management programs and processes;  
Ability to manage a high volume of telephone calls on a daily basis;  
Ability to maintain professional attitude and composure when dealing with difficult customers;  
Ability to manage multiple tasks in an organized and timely manner; Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel and the public;  
Ability to understand and follow complex oral and written instructions;  
Ability to maintain clerical records of some complexity and to prepare reports from such records;  
Ability to understand and make work decisions in accordance with office rules, regulations, policies and procedures;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

Graduation from High School or GED, supplemented by additional course work in office management and information services; and  
Considerable experience in the performance of clerical support duties; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

<b>Required Special Qualifications</b>
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None

<b>Essential Physical Abilities</b>
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Requires the following, with or without reasonable accommodation:

Clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to review a wide variety of written and electronic materials and information;

Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer, typewriter and office machines;

Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices and assist department visitors with solid waste, yard waste and recycling containers.