

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB009 Administrative Assistant I
<b>POSITION #/TITLE:</b> 1247 Administrative Assistant I	<b>Adopted:</b> 04-04 <b>Revised:</b> 12-15

**POSITION DESCRIPTION**

<b>Dept /Division:</b> Utilities/Solid Waste & Recycling	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 05
<b>Reports To Position #/Job Code #/JC Title:</b> 1245/NB219/Solid Waste and Recycling Superintendent	<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> Light	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Normal Word, Normal Excel, Access
<b>Personal Protective Equipment:</b> None	

**General Statement of Duties**

Performs a variety of general office clerical and administrative support duties; performs related work as required.

**Distinguishing Features of the Class**

Some leeway is granted for the exercise of independent judgment and initiative.

**Examples of Essential Work (Illustrative Only)**

Answers Solid Waste and Recycling division telephone calls, receives and greets visitors to the division and provides information to callers and visitors or refers callers and visitors to other appropriate departments/divisions or City personnel;

Explains Solid Waste and Recycling Division policies and business practices to customers;

Develops knowledge, understanding and utilizes daily the Customer Care and Billing (CC&B) software program for collecting, entering and tracking customer complaints regarding collection services as well as obtaining customer information, responding to general billing questions, creating field activities (work orders), maintaining inventory control and entering collection cart serial numbers;

Develops knowledge, understanding and utilizes daily the City's EnerGov Enterprise software for collecting, entering and retrieving appropriate information including complaints regarding solid waste and weeds and tall grass nuisances;

Performs administrative duties, including confidential matters, for the Solid Waste and Recycling Superintendent and other section Managers and Supervisors;

Prepares correspondences, reports, lists and other documents on computer as instructed and requested by other designated office personnel;

Interprets and applies Solid Waste and Recycling division 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 other designated office personnel;

Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;  
Opens, date stamps and distributes mail, prepares and mails out-going mail on a daily basis;  
Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;  
Listens to and directs complaints from the public relating to Solid Waste and Recycling operations and takes appropriate action to resolve and refer such complaints;  
Processes work orders for Solid Waste and Recycling activities;  
Requisitions supplies and materials for the Solid Waste and Recycling division, in accordance with Purchasing Services policies and procedures, as requested;  
Acts as back up to the Solid Waste and Recycling Department Administrative Assistant II as required;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends meetings, conferences and workshops;  
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;  
Good knowledge of departmental programs, policies and operations as applied to the work performed;  
Good knowledge of modern office filing systems and procedures;  
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 and secretarial duties; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

None

### **Essential Physical Abilities**

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.

**Position Description Approval**

Director must approve new or revised position descriptions. Other department approvals are optional (*i.e., supervisor, manager*). **Entering name signifies approval.**

Name: <i>(Person completing form)</i>	Mark Jones
Title:	Solid Waste & Recycling Director
Date Approved:	12-2015

Name: <i>(Person completing form)</i>	
Title:	
Date Approved:	

**Human Resources Department Approval**

Name and Title:	Heath Halverson Classification and Compensation Program Manager
Date Approved:	12-2015

**If Bargaining:**

Name and Title:	Heath Halverson, Classification and Compensation Program Manager
Date Approved:	N/A