

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB010 Administrative Assistant III
POSITION #/TITLE: 2135 Administrative Assistant III	Adopted: 07-97
	Revised: 10-13

POSITION DESCRIPTION

Dept /Division: Parks & Recreation/Recreation	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 07
Reports To Position #/Job Code #/JC Title: 2427/NB362/Recreation Superintendent	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Sedentary	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Word & Excel; Typing Test
Personal Protective Equipment: None	

General Statement of Duties

Supervises and performs a variety of general office clerical, personnel and related administrative support duties. Serves as office manager. Performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. This class is distinguished from the class of Administrative Assistant I and II by a greater scope and depth of work, including responsibility for office management. Supervision is exercised over the work of employees in the classification of Customer Service Representative.

Examples of Essential Work (Illustrative Only)

Supervises and trains Customer Service Representative staff, as well as hires and trains seasonal office staff;
 Manages the department's program registration software system, coordinating with software provider;
 Manages the daily activities associated with program registration;
 Prepares letters, minutes, reports, and other related materials;
 Prepares reports, lists and other documents on the computer as requested and needed by program and administrative staff;
 Coordinates high volume of customer service related issues from the various Recreation programs;
 Interprets and applies departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;
 Tracks and records a wide variety of department or division activities, operations and events and prepares reports in accordance with prescribed policies and procedures;
 Copies, packages and distributes a variety of written materials as requested by other designated office personnel;
 Answers department telephone calls, receives and greets visitors to the department and provides information to or refers callers and visitors to other appropriate departments or City personnel;

Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
Listens to and directs complaints from the public relating to department operations and takes appropriate action to resolve and refer such complaints;
Coordinates scheduling of the Ambroz Recreation Center and secures seasonal staffing as needed with appropriate personnel;
Requisitions supplies and materials for the department in accordance with Purchasing Services Policies, as requested;
Attends meetings, conferences and workshops;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
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 filing systems and procedures;
Good knowledge of departmental programs, policies and operations as applied to the work performed;
Good knowledge of modern office filing systems and procedures;
Some knowledge of the organizational structure of City government;
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 operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to maintain complex clerical records and to prepare reports from those records;
Ability to understand and make work decisions in accordance with office rules, regulations, policies and procedures;
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 course work in accounting, office management and data processing; and
Considerable experience in the performance of supervisory duties in an administrative support and customer service role; 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

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively;
Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials and information;
Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to

handle a variety of records and files and to operate a computer;
 Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to access office files and visit and distribute materials to other City offices.

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>	Sven Leff
Title:	Parks & Recreation Director
Date Approved:	10-13

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

Human Resources Department Approval
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Name and Title:	Heath Halverson, Classification & Labor Relations Program Manager
Date Approved:	10-13

If Bargaining:

Name and Title:	Heath Halverson, Classification & Labor Relations Program Manager
Date Approved:	N/A