

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB256 Administrative Assistant II
<b>POSITION #/TITLE:</b> 1260 Administrative Assistant II	<b>Adopted:</b> 07-97
	<b>Revised:</b> 11-11

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Public Works	<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> 0306/NB472/Administrative Services Supervisor	<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> Word, Excel, Typing Test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Performs a variety of general office, clerical and related administrative support duties. Performs related work as required.

<b>Distinguishing Features of the Class</b>
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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.

<b>Examples of Essential Work (Illustrative Only)</b>
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Answers department telephones, receives and greets visitors to the department and provides information to or refers callers and visitors to other appropriate departments or City personnel;  
Performs personal and confidential secretarial duties for the department director and various management and other staff within the Department;  
Prepares letters, minutes, and other related materials;  
Prepares correspondences, reports, lists and other documents on computer as requested by other designated office personnel and as necessary;  
Interprets and applies departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;  
Tracks and records a 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;  
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;  
Requisitions supplies and materials for the department in accordance with Purchasing Services regulations;  
Helps organize and prioritize work assignments and may provide work direction to other support staff;

Attends meetings, training courses 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**

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;  
Thorough knowledge of operating a personal computer and using program applications appropriate to assigned duties and responsibilities;  
Ability to handle confidential and administrative information with tact and discretion;  
Thorough knowledge of modern office procedures, practices and equipment;  
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 the organizational structure of City government and the functions of government in a municipality;  
Ability to organize and prioritize work assignments;  
Ability to understand and follow complex oral and written instructions;  
Ability to maintain records and prepare reports from such 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 additional course work in office management and related computer software; computer software courses in Microsoft Word, Excel, Access and PowerPoint preferred; and  
Considerable experience in the performance of secretarial and administrative support duties; experience with PeopleSoft preferred; 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:  
Sufficient 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 computers, typewriters and office machines;  
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.

<b>Position Description Approval</b>
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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>	Kyle Breon
Title:	Administrative Services Supervisor
Date Approved:	11-11

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

<b>Human Resources Department Approval</b>
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Name and Title:	Heath E. Halverson, Classification & Labor Relations Program Manager
Date Approved:	11-11

**If Bargaining:**

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