

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB256 Administrative Assistant II
POSITION #/TITLE: 0160 Administrative Assistant II	Adopted: 07-09
	Revised: 08-14

POSITION DESCRIPTION

Dept: Civil Rights Commission	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 06
Reports To Position #/Job Code #/JC Title: 0897/NB047/Civil Rights Director	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: Microsoft Word, Excel, Access; Typing Test
Personal Protective Equipment: None	

General Statement of Duties

Assists in performing civil rights complaint intake activities, including gathering data and information regarding incoming inquires about filing discrimination cases, and assisting with department case management. Serves as office manager for Civil Rights Department, including performing a variety of administrative, technical, public relations, clerical and other related duties.

Distinguishing Features of the Class

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

Examples of Essential Work (Illustrative Only)

Performs initial intake with individuals – both in person and by telephone – who are inquiring about filing a civil rights charge;
 Make initial determination regarding jurisdictional issues (statute of limitation, geographic, subject matter);
 Makes referrals to appropriate agencies or individuals;
 Prepares complaint materials for clients, and reviews with client for accuracy and completeness;
 Tracks and records department activities, including overall management of case files, prepares monthly and annual reports of departmental activities and develops new report forms as necessary;
 Writes or edits contracts, agreements, reports and other department documents as necessary;
 Performs office management functions for department, including business travel reports and incoming and outgoing invoices;
 Prepares correspondences, reports, lists and other documents on computer as instructed and requested by other designated office personnel;
 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;
 Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;

Proofreads all materials for accuracy prior to supervisory review and signature;
Open and sort incoming, outgoing and inter-departmental mail;
Maintains and date stamps all documents received, scans documents received and refers to staff or files accordingly;
Maintains electronic and hard copy filing systems, making sure they are accurate and timely and facilitate easy retrieval of information;
Operates scanning equipment to capture, save and process scanned images of client documents and maintain a paperless office system;
Archives scanned images of confidential client documents and hard copy files for closed cases;
Maintains meeting minutes and documents for the Cedar Rapids Civil Rights Commission;
Serves as recording secretary for the Cedar Rapids Civil Rights Commission;
May be responsible for managing inventory of office equipment and service contracts, performing routine maintenance activities and contacting;
Requisitions supplies and materials for the department as requested in accordance to Purchasing Services regulations;
Posts various documents on the City website for the Civil Rights Office and maintains the Civil Rights information on the City website;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Attends mandatory training sessions;
Supports continuous process improvement initiatives;
Performs other duties as requested.

Required Knowledge and Abilities

Good knowledge of all current civil rights statues, related to State and Federal laws;
Good knowledge of current programs in diversity and civil rights education;
Good knowledge of the social, demographic and economic issues of the City and area;
Good knowledge of the resources and services of the area's social service agencies, both public and private;
Thorough knowledge of modern office procedures, practices and equipment;
Ability to organization and prioritize work assignments with tact and attention to detail;
Ability to maintain strict confidentiality at all times;
Ability to embrace the philosophy of Diversity;
Ability to listen and understand the viewpoints of a wide variety of people from widely diverse social, economic and cultural backgrounds without making judgments;
Ability to communicate effectively and maintain working relationships with, the business community, complainants, the general public and elected officials;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities (i.e. Microsoft Word, Excel, Access, Outlook, PeopleSoft);
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 required, supplemented by additional course work in office management and data processing; and
Some experience in civil rights complaint intake function and education; 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
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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 read and write documents and operate department office machines;

Sufficient manual dexterity, which permits the employee to operate department office machines;

Sufficient personal mobility, which permits the employee to operate department office machines.

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>	Karl Cassell
Title:	Civil Rights Director
Date Approved:	07-09

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:	07-09

If Bargaining:

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