

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB256 Administrative Assistant II
POSITION #/TITLE: 0774, 0928 Administrative Assistant II	Adopted: 12-04
	Revised: 05-10

POSITION DESCRIPTION

Dept: Community Development	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 06
Reports To Position #/Job Code #/JC Title: 1170/NB064/Community Development 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: Word & Excel; Typing Test
Personal Protective Equipment: None	

General Statement of Duties

Performs a variety of general office clerical and administrative support duties for the Department of Development programs and activities; performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement 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 other personnel concerning technical program requirements.

Examples of Essential Work (Illustrative Only)

Performs personal and confidential secretarial duties for a department director or division head as requested;

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

Maintains departmental records such as Standard Operating Procedures and revises as necessary;

Maintains Community Development Director's calendar and coordinates and schedules meetings as directed;

Interprets and applies departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;

Copies, packages and distributes a variety of written materials to meet program requirements;

Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors 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;

Prepares, processes and coordinates departmental documentation activities with the City Clerk and the City Council, including resolutions, notices of public hearings, and ordinances;

Prepares mail-merges and keyboard merge forms to assist department personnel;

Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;

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 as requested;
Takes verbatim dictation and transcribes or prepares letters, minutes, reports and other related materials for department personnel and department-related commissions and committees and posts minutes within a timely manner;
Coordinates activities and meetings for department-related commissions and committees;
Processes and coordinates applications for department programs and activities, including rezonings, site development plans, preliminary plats and conditional uses;
Collects data on various department related programs, maintains appropriate files on such data and generates reports for department personnel;
Performs various screening methods for assisted housing program applicants;
Collects data from online databases for federal programs;
Coordinates process with Audit on monthly H---- A---- P----(HAP) checks;
Researches, organizes and implements office procedures;
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 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;
Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel and the public;
Ability to use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to handle confidential and administrative information with tact, discretion and accuracy;
Ability to create systems and organize office procedures in a useful manner
Ability to understand and follow complex oral and written instructions;
Ability to operate a personal computer using standard word processing, spreadsheet and database applications appropriate to assigned duties;
Ability to maintain complex clerical records and prepare reports;
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 data processing; 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 operate equipment and tools;

Sufficient manual dexterity, which permits the employee to operate equipment;

Sufficient personal mobility, 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>	Christine Butterfield
Title:	Community Development Director
Date Approved:	05-10

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:	05-10

If Bargaining:

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