

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB256 Administrative Assistant II
POSITION #/TITLE: 0219 Administrative Assistant II	Adopted: 07-97
	Revised: 01-08

POSITION DESCRIPTION

Dept /Division: Utilities/Solid Waste & Recycling	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 06
Reports To Position #/Job Code #/JC Title: 1245/NB219/Solid Waste and Recycling 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: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Skill Check – Word, Excel, Access, PowerPoint
Personal Protective Equipment: None	

General Statement of Duties

Performs a variety of general office clerical and related administrative support duties; 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 key department or division personnel concerning technical program requirements.

Examples of Essential Work (Illustrative Only)

Serves as primary responder for division telephones, receives and greets visitors to the division and provides information to or refers callers and visitors to other appropriate departments/divisions or City personnel;

Performs personal and confidential secretarial duties for the Solid Waste and Recycling Superintendent, Operations Manager and Route Supervisors within the Division of Solid Waste & Recycling Management;

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;

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

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

Tracks and records a variety of 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 division 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 division in accordance with Purchasing Services policies and procedures;
Opens, date stamps and distributes mail and prepares and mails out going mail;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends meetings, conferences and /or workshops;
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 divisional 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 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 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 data processing; and
Considerable experience in the performance of secretarial and administrative support 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:
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 and to 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 Superintendent
Date Approved:	01-08

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

Human Resources Department Approval
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Name and Title:	Gloria McMahan, Classification and Compensation Manager
Date Approved:	01-08

If Bargaining:

Name and Title:	Heath Halverson, Human Resources Generalist
Date Approved:	N/A