

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB256 Administrative Assistant II
POSITION #/TITLE: 2525 Administrative Assistant II	Adopted: 11-16
	Revised:

POSITION DESCRIPTION

Dept: Human Resources	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 06
Reports To Position #/Job Code #/JC Title: 1212/NB214/Human Resources 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 clerical, administrative support and information dissemination services for employees of and visitors to the Human Resources office; 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 by a greater scope and depth of work, including responsibility for specialized Human Resources Department records and interaction with key department or division personnel concerning human resources and technical program requirements.

Examples of Essential Work (Illustrative Only)

Performs personal and confidential secretarial duties for a department division head as requested;
 Prepares correspondences, reports, lists and other documents on computer as instructed and requested by other designated department personnel;
 Maintains Human Resources Director's calendar and coordinates and schedules meetings as directed;
 Copies, packages and distributes a variety of written materials to meet program requirements;
 Creates and maintains templates in Microsoft Office;
 Serves as a backup for the Human Resources Specialist II's in relation to functions that support the benefits, recruiting, and overall department;
 Takes verbatim dictation and transcribes or prepares letters, minutes, reports, statements, specifications, contracts, memoranda, notices, resolutions, requisitions and other related materials, including confidential correspondences and reports;
 Prepares correspondences, reports, lists and other documents on computer as requested by other designated office personnel and as necessary;
 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;
 Provides programmatic information to other City employees and the public concerning activities of the Human Resources office;
 Provides support to Human Resources divisions as requested by designated department personnel;
 Routes all incoming mail to the Human Resources office to the required destination;

Orders office supplies for Human Resources Department in accordance with Purchasing Services rules and regulations;
Coordinates approvals from the City Manager's office as necessary;
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 clerical, administrative support and customer service practices and procedures;
Good knowledge of department policies and current issues of concern to the City and the public;
Good knowledge of department terminology, procedures and equipment, including the use of computers and related word processing, spreadsheet and database applications appropriate to assigned duties;
Good knowledge of the vehicle title procedures;
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to establish and maintain complex clerical records and files and to prepare written reports from such information;
Ability to handle confidential information with tact and discretion;
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 training in office administrative support practices and procedures; and
Considerable experience in the performance of clerical and customer service 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 a computer;
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.