

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: TH172 Secretary IV
POSITION #/TITLE: 2183, 2190, 2293 Secretary IV	Adopted: 04-05
	Revised: 03-15

POSITION DESCRIPTION

Dept /Division: Parks & Recreation/Parks	Manager Level: Non-Manager
Salary Plan/Description: TSH/Temporary Seasonal Hourly	Salary Grade: 30
Reports To Position #/Job Code #/JC Title: 2425/NB361/Parks & Recreation 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: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: N/A
Personal Protective Equipment: None	

General Statement of Duties

Performs a variety of general office clerical, customer service and related administrative support functions for employees of and visitors to the Parks & Recreation Department.

Distinguishing Features of the Class

Performs duties that involve extensive communication and involvement with the public at certain times of the year and provides administrative support for employees of the Parks & Recreation Department.

Examples of Essential Work (Illustrative Only)

Registers harbor tenants for appropriate stall, slip, or quarry space;
 Prepares correspondence, reports and other documents using RecTrac and other software programs such as MS Word and MS Excel;
 Supports continuous process improvement initiatives;
 Prepares letters, reports and other related materials;
 Prepares correspondences, reports, lists and other documents on the computer as requested by other designated Parks & Recreation staff and as necessary;
 Tracks and records a wide variety of department or division activities, operations and events and prepares reports in accordance with prescribed policies and procedures;
 Answers department telephone calls, receives and greets visitors to the department and provides assistance to or refers callers and visitors to other appropriate departments or City personnel;
 Listen to and directs complaints from the public relating to department operations and takes appropriate action to resolve and refer such complaints;
 Performs clerical duties such as filing, copying, and collating;
 Adheres to and enforces facility policies, rules and regulations and educates patrons about them;
 Performs all work duties and activities in accordance with City policies, procedures and safety practices;
 Assists with special projects and peak workloads of other staff as assigned;
 Attends work regularly at the designated place and time;
 Supports continuous process improvement initiatives;
 Performs related work as required.

Required Knowledge and Abilities

Some knowledge of modern office procedures, practices and equipment;
Ability to operate a motor vehicle in a safe and legal manner;
Ability to work cooperatively and to maintain working relationships with other City employees, supervisory personnel and the public;
Ability to maintain basic clerical records;
Ability to deal effectively with a variety of issues with the general public over the telephone and in person;
Ability to understand and follow complex oral and written instructions;
Ability to maintain complex clerical records and to prepare reports from those records;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Good knowledge of department terminology, procedures and equipment, including use of computers, spreadsheet and database applications appropriate to assigned duties;
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to operate a personal computer using program applications appropriate to assigned duties and 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 a GED; and
Considerable experience in the performance of clerical, secretarial 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:
Ability to operate a motor vehicle in a safe and legal manner;
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to view a wide variety of written correspondence, reports and related materials;
Sufficient manual dexterity, which permits the employee to operate a computer;
Sufficient personal mobility, which permits the employee to work throughout various locations indoors.