

Position Title: Administrative Assistant/Customer Service (Public Works)

Statement of Duties

Position is responsible for providing administrative and clerical support to the Public Works Department. Work includes registering program participants, providing customer service, reconciling accounts, and maintaining and updating department files and records.

Supervision

Employee works under the general supervision of the Public Works Director. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. New or unusual assignments are explained by the supervisor, including suggested work methods. Employee refers unusual situations to the supervisor for advice and further instructions. Supervisor review work only to an extent sufficient to insure that completed work, methods used are technically accurate, and that instructions are being followed.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in a delay or loss of service.

The position has constant contact with the public, local groups and organizations, and other Public Works departments to and give or receive information regarding Public Works programs and activities. Contacts are made in person, on the telephone, or in writing.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

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Essential Functions

1. Performs customer service functions, receives calls, takes messages, greets and directs visitors, registers program participants, and provides information and assistance regarding department programs and activities.
2. Provides clerical assistance for department; types reports, and correspondence; orders paper and supplies for office; places calls for service as needed.
3. Provides assistance to the public works department in the absence of the Director.
4. Performs other duties as assigned by the supervisor.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a moderately loud office setting and is required to sit, talk and/or listen more than 2/3rd of the time, use hands up to 2/3rd of the time; stand, walk, and reach with hands and arms up to 1/3rd of the time. Employee occasionally lifts up to 10 lbs. Normal vision is required for the position. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position should have a High School diploma or equivalent and up to one (1) year of prior office experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Department operations and procedures
- Municipal Public Works programs and activities
- Computer applications and programs including Microsoft Excel, Word, and Desktop Publishing

Skill in:

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- Typing
- Reconciling accounts
- Organization and customer service

And ability to:

- Work effectively with the public
- Accurately perform work and meet deadlines despite frequent interruptions

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