

ORGANIZATION:	City of Canby	DATE:	October 2020
DEPARTMENT:	Administration	UNION:	Non-Represented
TITLE:	Confidential Administrative Assistant	FLSA STATUS:	Non-Exempt

PURPOSE OF POSITION: Perform a variety of moderately difficult to complex administrative support activities to contribute to efficient office operations and support of the Administration/Human Resource (HR) Department. Assist with administrative and HR activities and provide customer service for applicants, employees, citizens and others doing business with the City. Requires a thorough understanding of department and City programs and procedures. Provides back up customer service and support at the front counter.

A variety of moderately difficult to complex tasks are performed within generally defined procedures and are reviewed periodically for accuracy, adherence to established policies and procedures, quality and thoroughness. Work is performed under general supervision and assistance is readily available from supervisor(s). This classification is expected to function confidentially and independently in daily tasks and required to use judgment on non-routine matters. Problems are identified and solved and unusual/complex problems are referred to a supervisor.

ESSENTIAL JOB FUNCTIONS:

Provide administrative support and clerical duties to support the administration department. Provide customer service and reception duties for the administration and finance departments in person, on the phone, or via email or electronic methods. Accept payments and provide receipts. Take and relay messages in the absence or preoccupation of department personnel. Respond to routine, non-routine and technical questions from internal and external customers.

Support and assist management personnel in the administration department. Handle a variety of confidential communications relating to personnel, legal, risk management or other City issues.

Develop and maintain filing systems that are orderly, logical, and ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines; including but not limited to personnel files, risk management records, legal documents and correspondence. Copy documents or files for supervisor as requested. Act as a records coordinator as needed to archive records and prepare destruction forms based on retention requirements.

Perform a variety of routine administrative activities, such as photocopying, mail, faxing, filing, sorting documents, etc. Make mail runs to the post office and other departments to send and retrieve mail. May process and distribute incoming and outgoing mail. Schedule appointments and meetings and reserve locations. Maintain office schedules, calendars and related organizational processes. Set up, tear down and coordinate catering and refreshments as needed for meetings and events.

Assist with preparation and coordination of recruitment activities and communicate with job applicants. Receive and process applications and schedule and set up interviews, follow up when recruitments are completed. Run background reports for new hires and conduct reference checks. Photograph new hires and create ID badges.

Assist with insurance enrollments and new plan year processes and paperwork. Conduct research and develop surveys for compensation, job descriptions, and benefit comparisons.

Coordinate the city wellness program.

Notify supervisors when performance evaluations are due. Provide standard reports. Coordinate with employees and supervisors when CDL medical exams are due. Schedule appointments when necessary. Coordinate random DOT testing. Schedule immunization appointments, flu shot clinics, health and wellness fairs, pre-employment testing, etc.

Participate in department operational processes including procedure development and implementation. Use word processing software to type routine and non-routine letters, memos and other material from general instructions with a high attention to detail. Proofread, review for grammar, and edit documents as necessary.

Examine documents for completeness and accuracy. May correct errors as necessary. Create templates, presentation materials, charts and graphics. Develop and maintain databases for tracking departmental/program information; create reports as needed. Prepare information packets for use within the department. Transcribe, compose, type and edit a variety of minutes, correspondence, reports, memo's and other material. Prepare and post public meeting notices as needed. Coordinate materials for distribution.

Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources, and preparing summaries and reports as requested. Conduct and respond to verification of employment and surveys from other agencies. Enter data into computer system from a variety of documents.

Process a variety of invoices, applications and purchase orders. Track, order and maintain office supplies.

Provide excellence in internal and external customer service. Create a positive experience for employees and customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results. Maintain cooperative working relationships with City staff, other organizations and the general public.

Develop safe work habits and contribute to the safety of self, co-workers and the general Public. Assure compliance with employment posters in all locations. Assist with risk management functions and reporting.

Coordinate and perform other projects, functions, and tasks, as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace. Advance and protect the interests of the City and its citizens in all matters.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: General knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Ability to operate general office equipment. Must be able to communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues. Must be respectful of private information and be capable of maintaining confidentiality. A high attention to detail is required. Equivalent to high school education and three to five years of general office experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Valid driver's license and acceptable driving record.

DESIRABLE REQUIREMENTS: Knowledge of municipal government functional areas and specific word processing software utilized within the department. Prior human resource experience.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Attendance at night meetings or events outside of regular business hours may be required on occasion.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. Position will be responsible to provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the City Recorder/ HR Manager.