



Job Description
Job Code: 117
Range: 21

ADMINISTRATIVE ASSISTANT/CITY HALL

DEFINITION: Under direct supervision of the City Clerk or designee, provides clerical assistance to the City Clerk and administration department; provides telephonic assistance for City Hall, assists the public in obtaining information and material; provides information on business registration requirements; provides clerical assistance to the Community Development Department as needed; and performs other related duties as assigned.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Answers phone at City Hall and screens and forwards telephone calls to appropriate person/department; provides City Hall customers with information regarding city services and the community; provides information on business registration requirements; provides clerical assistance to the City Clerk and Administration Departments; take notes and transcribe minutes from notes and audio tapes and/or digital recordings for official records; ensures office equipment at City Hall is operating properly and is maintained. Provides clerical assistance to the Community Development Department on an as needed basis by assuming the duties of the department's administrative coordinator in their absence.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of proper English, grammar, and spelling.
Proficiency in the use of personal computers and word processing, database, and spreadsheet software.
Knowledge of Word, Excel, and Access software.
Knowledge of proper telephone techniques.
Knowledge of general accounting procedures.
Skill in dealing with the public in a professional and courteous manner.
Skill in providing effective customer service to the general public.
Skill in creating and maintaining manual and automated files.
Must maintain a professional image.

PHYSICAL REQUIREMENTS: This classification is in an office environment requiring mostly sedentary activities for the majority of the workday.

MINIMUM QUALIFICATIONS: The equivalent of a high school diploma and three (3) years office experience in a public setting. Possession of or ability to obtain a valid Arizona drivers license. Knowledge of Community Development Department front office procedures or ability to learn procedures within six months of hire. Computer and word processing experience with working knowledge of Word, Excel, and Access.