

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Public Works Operations Administrative Secretary

UNION:1937

CLASS TITLE: Administrative Secretary

SG:9

CS:E/P

DEPARTMENT: Public Works - Operations

FLSA:Y

EEO4CODE:AS

JOB SUMMARY:

Performs a variety of secretarial and administrative duties to support the Public Works Department's Operations Division; provides department-wide support as assigned. Supports the Public Works Assistant Director of Operations and Operations Division senior managers, professional and related technical staff. Work is technical in nature and requires a broad knowledge of City and department functions, policies, and procedures. Handles a variety of general and confidential inquiries from citizens and employees; assists in coordinating responses. Acts as backup receptionist and clerical support for Public Works Operations. May serve as administrative support for various boards and committees.

SUPERVISORY RELATIONSHIPS:

Reports to the Public Works Administrative Support Supervisor. Receives assignments from and maintains close working relationships with the Assistant Public Works Director of Operations and other senior managers, professional and technical staff. Work is performed under general supervision and the guidance of City, department and division policies, rules and regulations and City ordinances and codes.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Organizes, supports and coordinates the administrative functions of the Public Works Operations Division's senior management, professional and technical staff. Recommends and implements administrative processes and procedures to improve processes, organization and workflow. Provides scheduling assistance; coordinates and schedules appointments and meetings and acts as notetaker during staff meetings. Arranges for in-house training, schedules outside training, and makes training and travel arrangements for all Public Works staff, including registrations, out-of-town reservations, transportation and lodging. Prepares and processes travel authorizations; completes travel advance requests and expense reports.
2. Performs administrative tasks related to Public Works Operations Division file systems, databases, records and reports including work such as data entry, maintenance, and retrieval. Tracks employee training, certifications, professional licenses and driver's licenses/commercial driver's license records. Utilizing multiple specialized complex systems and databases, enters, verifies and maintains data to ensure accuracy. Reviews Public Works contracts for completeness; routes for signatures and tracks for final distribution. Processes project service requests and maintains Division project index. Oversees retention of Division files for projects during the one-year maintenance period, including preparation of records for archives, tracking record locations and transmittal to the repository or Records Center according to Local Government Common Records Retention Schedule.

3. Provides administrative and logistical support for Public Works job recruitments, interviews and onboarding; provides technical support to managers on the use of recruitment software. Oversees and tracks seasonal staff paperwork and status, including reviewing applications for minimum qualifications, scheduling interviews and contacting applicants. Works with Human Resources to ensure onboarding processes are followed in a timely manner. Provides administrative coordination with Information Technology Service Department for staff access to City telephone and computer resources. Coordinates office moves in relationship to communication and furniture needs.
4. Responds to a variety of inquiries, complaints and communication from the public, other agencies and City staff. Conducts research, prepares correspondence, documents, reports and spreadsheets for internal use. Prepares, coordinates and uploads City Council Agenda Bills as requested and maintains accurate schedule of upcoming City Council items. Proofreads documents such as contracts, legal documents and descriptions, grant applications, brochures and correspondence. Composes detailed letters, templates, transmittals and reports independently or from brief direction from professional staff in accordance with legal requirements. Collects data from a variety of sources and compiles detailed reports on programs and projects.
5. Serves as clerical and administrative support for various boards and committees. Prepares public notices, agenda and supporting materials; takes and records minutes from shorthand notes or recorded tapes; prepares and distributes final minutes and reports; maintains files; conducts follow-up assignments as necessary. Keeps those served informed of itineraries and appointments. Uploads agendas and minutes to City website as needed.
6. Acts as backup receptionist for Public Works Operations. Answers phone system, responds to inquiries or routes calls; receives and directs visitors; receives and distributes mail. Refers information by personal contact, telephone, intercom systems, cell phone and two-way radio.
7. Acts as backup timekeeper for the Operations division during absences and as needed. Receives, reviews, corrects, processes and enters timesheets. Provides basic training on electronic payroll and assists with troubleshooting errors.
8. Performs reconciliation of purchasing cards for Division staff. Ensures proper backup, coding and approvals.

ADDITIONAL WORK PERFORMED:

1. Performs data entry and processing services for Public Works divisions.
2. Provides backup for Public Records Requests.
3. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Standard office practices and procedures including the ability to file alpha-numerically, index, cross reference methods, etc.
- Working knowledge of standard office equipment operation, including desktop computers and standard office software applications.

- Purpose, practices, and policies of the Public Works Department's Department, including the operational relationships between City departments, other governmental agencies and community groups and agencies.

Skill in:

- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Strong customer service skills to work with a variety of citizens and personnel using courtesy, tact and good judgment.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting.

Ability to:

- Work independently to carry out the responsibilities of the position.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, and database programs.
- Operate a 10-key calculator with accuracy.
- Add, subtract, multiply, divide, and perform basic statistical calculations.
- Work with a high degree of accuracy and attention to detail and to follow detailed procedures and work schedules in an atmosphere of frequent interruptions and working deadlines.
- Function effectively in an advanced technology environment and contribute to the Division's overall mission and goals.
- Work independently, solve problems, and organize work with minimum supervision.
- Willingness and ability to maintain confidentiality of sensitive information.
- Communicate orally in English, to spell and write legibly on forms, letters, reports, and customer correspondence.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
 - Physical ability to perform the essential functions of the job including:
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Frequently communicate verbally;
 - Move between work sites;
 - Occasionally transport objects weighing up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed primarily at a computer workstation in a busy office environment and includes a normal range of noise and frequent distractions with low everyday risks. Work involves sitting and working in front of a computer terminal for extended periods of time. Occasional work may be required outside of normal business hours due to attendance at various board and/or committee meetings.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three years' administrative experience including public reception in a busy office environment; education or training in administrative support or similar may substitute year-for-year for experience requirement, up to a 2-year maximum.
- Experience in computerized data entry requiring high degree of accuracy and speed.
- Keyboarding skills of 60 wpm required.
- One year post-secondary vocational or college training.

- Municipal or other government experience preferred.
- Proficient in the use of computer software or programs, including: word processing, spreadsheets, database and computerized record keeping systems and file management applications required. MS Office experience required.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions and local background check.
- Ability to work evenings occasionally due to attendance at various board and/or committee meetings.

PREPARED BY: I. Kaneshige
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06/21

REVIEWED BY: _____
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