

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Administrative Secretary- Operations & Internal Services **UNION:**1937
SG:110
CLASS TITLE: Administrative Secretary **CS:**E/P
FLSA:Y
DEPARTMENT: Public Works – Internal Services/Operations **EEO4/SOCCODE:**AS/43-6011

JOB SUMMARY:

Performs a variety of secretarial and administrative duties to support the Public Works Department's Internal Services and Operations Divisions; provides department-wide support as assigned. Provides direct support to the Public Works Director, Deputy Director Operations, Public Works Assistant Director of Internal Services, as well as divisions' senior managers and professional staff. Work is technical in nature and requires a broad knowledge of City and department functions, policies, and procedures. Responsible for conducting all department-based personnel record keeping and administrative related activities. Handles a variety of general and confidential inquiries from citizens and employees; assists in coordinating responses. Acts as backup receptionist and clerical support for the department. Serves 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 Public Works Director, Deputy Director Operations, Assistant Public Works Director of Internal Services, and other senior managers, professional and technical staff. Works independently under general supervision and the guidance of applicable federal, state and local statutes, regulations, City ordinances and codes, and departmental policies.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Organizes, supports and coordinates the administrative functions and processes of the Public Works Internal Services and Operations Divisions. Provides administrative assistance to senior management and professional staff. Recommends and implements improvements to administrative processes, procedures, and workflows. Acts as notetaker during staff meetings.
2. Maintains Assistant Directors' schedules. Schedules appointments for management, professional and technical staff. May coordinate training and travel arrangements for Public Works staff, including registrations, out-of-town reservations, transportation and lodging. Prepares and processes travel authorizations; completes travel advance requests and expense reports as needed. Keeps those served informed of itineraries and appointments.
3. Responds to a variety of inquiries, complaints and communication from the public, other agencies, City staff and elected officials. Provides assistance to the public and other employees on technical information based on Public Works policies and procedures. 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.
4. Independently conducts research and major clerical projects, including preparing correspondence, documents, reports, and spreadsheets for internal use. Reviews, proofreads,

and edits a wide range of materials such as contracts, grant applications, agenda bills, public relations and educational materials, brochures, and correspondence in accordance with established procedures and legal requirements. Composes detailed letters, templates, transmittals, and reports independently or from brief direction from professional staff. Collects and analyzes data from various sources to compile comprehensive reports on programs and projects. May assist in updating comprehensive master plans.

5. Reviews contracts for completeness; enters into database, routes for signature and tracks for final distribution. Processes project service requests and maintains projects index.
6. Conducts all department-based personnel record keeping and administrative related activities. Activities include preparation and submittal of payroll changes, appointments, corrections and related forms. Prepares paperwork for new hires, separations and maintains confidential personnel records. Coordinates with Human Resources to provide departmental new employee orientation, explains City's policies, time reporting, pay periods and paydays, general office arrangements and departmental procedures. Maintains system to follow-up on employee status. Maintains a database for tracking actions that are required on a periodic basis, such as due dates for regular reports, professional license renewals, etc.
7. Tracks employee training, certifications, professional licenses and driver's licenses/commercial driver's license records. Utilizing multiple specialized complex systems and databases to enter, verify and maintain data to ensure accuracy.
8. Provides administrative and logistical support for Public Works job recruitments, interviews and onboarding. 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.
9. Serves as clerical and administrative support for various boards and committees. Arranges and coordinates meetings; prepares public notices, agenda and supporting materials; takes and records minutes from shorthand notes or recorded audio; prepares and distributes final minutes and reports; maintains files; conducts follow-up assignments as necessary. Uploads agendas and minutes to City website as needed.
10. Coordinates records management for the Public Works Operations & Internal Services Divisions. Performs data entry/retrieval, maintains office file systems and forms. Oversees retention of department files for projects during the one-year maintenance period, including preparation of records for archives, tracking record locations and eventual transmittal to the repository or Records Center according to Local Government Common Records Retention Schedule.
11. May perform reconciliation of purchasing cards for division staff. Ensures proper backup, coding and approvals.
12. Acts as backup timekeeper during absences and as needed. Receives, reviews, corrects, processes and enters timesheets. Provides basic training on electronic payroll and assists with troubleshooting errors.

ADDITIONAL WORK PERFORMED:

1. May assist with departmental budget tracking and compilation of data for various reports.
2. Performs data entry and processing services for Public Works divisions.
3. Provides backup for Public Records Requests.
4. Performs other duties within the scope of the job classification as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Thorough knowledge of office principles and practices and an ability to use standard office equipment such as computer, phone system, copier, fax, etc.
- 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.
- Knowledge of City office policies and procedures and ability to apply and explain them in detail as required in performing duties.
- Working knowledge of the Department's purpose, policies and procedures, functions and practices.
- Thorough knowledge of software applications with the ability to perform extensive editing and formatting of documents and prepare large documents for publication.
- Knowledge of parliamentary procedures, rules governing public meetings and public disclosure guidelines.
- Working knowledge of bookkeeping and ability to add, subtract, multiply and divide with accuracy.

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.
- Strong skills in organization and planning, problem analysis, decision making, adaptability, and flexibility.
- Use of computerized information systems, word processing, spreadsheet, database, computerized recordkeeping and file management applications including Microsoft Office.
- Transcribing spoken/dictated/taped material and prepare summary minutes of public forum meetings, accurately and in a timely manner.
- Exceptional time management skills with proven ability to prioritize workload for completion in a timely manner and in accordance with strict deadlines
- Strong oral communication and interpersonal skills to establish and maintain effective working relationships with diverse groups of people including department staff, public officials, concerned members of the public and personnel from other City departments or local agencies.

Ability to:

- Work independently and make appropriate decisions regarding work methods and priorities to carry out position responsibilities.
- 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.
- Compose routine correspondence and to proofread the work of others.
- Communicate effectively with others to explain policies and procedures and to deal with other employees, agencies and the general public using courtesy, tact and good judgement.
- Maintain the confidentiality of sensitive information and materials.
- Willingness and ability to work irregular hours including evenings.
- 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.
- 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 other office machinery such as a keyboard, mouse, phone and fax machine;
 - Frequently communicate accurate information and ideas with others;
 - 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:

- One year of coursework or training in business administration or related field.
- Three (3) years of administrative experience including public reception in a busy office environment and providing support and office coordination to a director or manager; education or training in administrative support or similar may substitute year-for-year for experience requirement, up to a 2-year maximum.
- Proficient in the use of computerized information systems: word processing, spreadsheets, database and computerized record keeping systems and file management applications required including Microsoft Office required.
- Keyboarding at 60 wpm required.
- Municipal or other government experience preferred.

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.

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