



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

**NOTE: This class specification represents various jobs in numerous City departments. Although the specific duties of the job in each department may differ, the jobs have been combined into one Class Specification that represents the primary purpose of the job and minimum qualifications that are required in each department. A primary function of this position is to provide assistance to a department superintendent or manger; all of the primary functions, responsibilities and related requirements must be considered.**

### Management Assistant

Department: Various    Reports to: Division Superintendent or Manager    Pay Grade: H08  
Date Established: 10/2014    Date Revised: 5/2017    FLSA Status: Non-exempt

#### CLASSIFICATION SUMMARY

The Management Assistant performs complex secretarial, office administration, and public relations assignments for a Division Superintendent or Manager. These positions complete a wide range of complex office support functions using independent judgment in applying existing policies and procedures to complete assignments and respond to non-routine inquiries and explain department/division services, policies, procedures and rationale for decisions to customers. The position serves as a point of contact for staff and/or the public to know who's doing what and where, and to coordinate office functions and perform clerical/secretarial/administrative support duties with considerable independence and discretion in applying policies and procedures.

This position performs high level secretarial duties. Incumbents have a major role in coordinating administrative activities which requires frequent contact with executives, the public, other agencies and elected officials. This requires the incumbent to utilize effective public relations and liaison skills. Incumbents may attend meetings for the Division Superintendent or Manager to relay and collect information.

The position coordinates multi-agency or department activities, and/or may be assigned to manage and maintain one or more department specific databases, requiring knowledge of department programs and objectives. The job includes research, compilation and organization of materials/data for staff use and/or preparation of reports or presentations. Duties include composing correspondence on own initiative or from general instructions, formatting and typing a variety of sensitive, confidential, official and/or legal letters and documents. The Management Assistant position assists in budget development and monitoring, project accounting and invoicing, processing accounts payable and accounts receivable, payroll and time records and includes preparing required reports (daily, monthly, annually), and maintaining related files.

The position maintains office records and files, coordinates communications, maintains department logs and manuals, tracks assignments, and provides support for various meetings. The position may be assigned special projects or be a lead worker who guides staff, monitors the work of others and answers their questions.

The Management Assistant works independently under limited supervision following prescribed policies, procedures and guidelines requiring initiative, independent judgment, confidentiality, sensitivity to customers and meticulous follow through.

Work requires attention to detail and good organizational skills, and is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent.

The job works in a general office environment with a moderate noise level.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES (illustrative only and may vary by assignment)**

Coordinates multi-agency or department activities or projects, performs special projects that may require independent research and analysis, handles difficult or upset citizens, maintains office supply inventory, researches problems, prepares and maintains reports for specific department functions, manages/maintains various department specific databases, composes correspondence, processes payroll and time records, maintains leave and training records, updates employee information, and keeps co-workers informed on policy changes and current department events; prepares reports on selected issues, processes and maintains employee status information, and ensures staff are apprised of important events and issues. May dispatch calls in some departments.

Incumbent functions with considerable independence and exercise discretion in applying policies and procedures. The work requires extensive knowledge of department programs and objectives. This position is responsible for the research, compilation, and organization of materials for superintendent or manager's use in problem resolution. These positions are often responsible for ensuring that assignments given to other staff by Division Superintendent or Manager are completed and timelines are met. Incumbents may supervise staff.

Creates and closes files or work orders, compiles and monitors report data, and enters data into database software; coordinates responses to constituent emails and communications by providing direct responses or directing inquiries to the appropriate unit or person; manages and tracks department assignments, documents, and administrative processes; and coordinates and provides support for various meetings, including the transcription and summary of public hearing and committee minutes.

Answers inquiries and provides information to the public, other City departments, businesses and private individuals.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

This classification is distinguished from the Administrative Assistant by the primary reporting and assistance provided to a Division Superintendent or Manager as well as the higher level of responsibilities related to coordination, monitoring, and management of assignments; payroll and employee status input, maintaining policies, procedures, and manuals; maintaining official minutes and documents; responsibilities related to budgeting and budget monitoring; and in assistance/support during presentations to Council and other special meetings. At this level the Management Assistant is expected to handle highly sensitive, confidential, and/or political issues. They are also responsible to the coordination of administrative office functions, committees, and special projects.

## **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

### **Knowledge of:**

- Department programs, objectives, policies and procedures;
- Customer service principles and procedures;
- Supervisory, evaluation, and employee training methods;
- Financial recordkeeping, bookkeeping and accounting methods and payroll processes;
- Database management;
- Principles and procedures of record keeping and reporting;
- Modern office functions, management, processes and procedures;

- Operation of standard office equipment and a personal computer and job-related software applications for word processing, spreadsheets, desktop publishing and other required applications.
- Legal terminology; organizational awareness; teamwork; investigative procedures.

**Skill and Ability to:**

- Coordinate and monitor administrative functions to ensure efficient and accurate work flow and related products;
- Interpret, apply and explain complex information such as regulations, policies or services;
- Perform complex administrative functions such as record keeping, file maintenance, prioritizing assignments, contract administration, performing special projects and preparing reports;
- Perform database management;
- Answer inquiries and provide information to the public, other City departments, businesses and private citizens;
- Independently research, compile and organize materials to prepare reports, handle complaints or resolve problems;
- Operate a personal computer and job-related software applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Maintain a professional demeanor and confidentiality of work performed at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.
- Ability to type at the rate of 45+ words per minute.

**ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- Associates Degree; or
- Five (5) years' related administrative support experience, preferably in a governmental environment;
- Two (2) years' experience in supervision or monitoring the work of others is preferred;

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

**PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office environment. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.