

Finance Department Administrative Assistant – City of Port Aransas, Texas

Job Title: Administrative Assistant
Department: City Administration
Reports To: Finance Director
FLSA Status: Non-exempt
Prepared By: Finance Director
Salary/Grade: 17
Date: 10/01/2019
Approved by: David Parsons, City Manager
Approved date: 10/01/2019

Summary: Under the general direction of the Finance Director and City Secretary and performs a wide variety of complex and professional administrative tasks. This position is a part of a small inter-dependent administrative and provides routine administrative, clerical, financial, and customer service support to all departments within the City Hall.

Essential Duties and Responsibilities include the following. Other duties may be assigned:

- Assists with general office duties including maintaining files and records, scanning, filing, copying, faxing, typing memos, letters and departmental correspondence, data entry
- Completes work assignments through use of spreadsheets, reports and other forms of information
- Provides backup for a variety of administrative positions possibly including but not limited to receptionist, cashier, accounts payable, and utility billing
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department;
- Takes and delivers messages to appropriate personnel;
- Answers questions about organization and provides callers with basic information like phone numbers, addresses, directions and other basic information;
- Welcomes on-site visitors, determines nature of business and announces visitors to appropriate personnel;
- Performs a full range of customer service duties related to area of assignment; provide information to the public and City staff requiring the use of judgement and the interpretation of policies, rules, and procedures
- Performs other duties as required or assigned

Supervisory Responsibilities: No supervisory duties at this time

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.
- *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- *Written Communication* - Writes clearly and informatively; able to read and interpret written information.

- *Teamwork* – Balances team and individual responsibilities; supports everyone’s efforts to succeed.
- *Change Management* – Develops workable implementation plans; communicates changes effectively
- *Delegation* – Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities
- *Leadership* – Exhibits confidence in self and others; accepts feedback from others.
- *Managing People* – Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates’ activities; makes self available to staff; provides regular performance feedback; develops subordinates’ skills and encourages growth
- *Quality Management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- *Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- *Judgment*- Displays willingness to make decisions; exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions
- *Planning/Organizing* – Prioritizes and plans work activities; uses time efficiently.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; Follows through on commitments
- *Quality* – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality
- *Quantity* – Meets productivity standards; completes work in timely manner
- *Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events
- *Attendance/Punctuality* - Is consistently at work and on time; ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time
- *Dependability*- Follows instructions, responds to management direction; takes responsibility for own actions

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School Diploma or GED
- Knowledge of basic operational, technical, or office processes
- Over three years of experience in an office or municipal environment is preferred
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Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations

Computer Skills: To perform the job successfully, an individual should have knowledge of internet software and word processing software; spreadsheet software, Adobe knowledge preferred

Certificates, Licenses, Registrations: Valid Texas Driver License in good standing; Must be available for training/certification

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Employees may be exposed to noise and a busy office environment. Works inside 90% of the time in a well-lighted air-conditioned environment

EMPLOYEE: _____

Date: _____