

Job Description

Human Resource Use Only
Position Number: Step/Grade: F Effective Date: 11/2016

POSITION IDENTIFICATION

Position Title: Administrative Support Specialist
Division: Engineering
Status: Part-Time Non-Exempt
Normal Workweek: Monday – Friday, 20 hours a week

SUPERVISORY RELATIONSHIPS

Reports to: Department of Public Infrastructure Administrative Assistant
Directly Supervises: No supervisory responsibilities

POSITION PURPOSE

This individual performs a wide variety of clerical and typing tasks; is responsive to the public's needs both in person and on the telephone, performs related work as required. This individual performs a variety of secretarial skills needed for the efficient operation of a department office; exercises individual judgment in dealing with the public; carries out prescribed procedures in accordance with general instructions. The individual will be expected to perform all clerical tasks related to the operation of the Engineering Department. Although the specific duties of employees in the position allocated to this class vary, they are the same level of difficulty.

ESSENTIAL DUTIES

- Issues sidewalk permits and grade requests, right-of-way use, and Excavation permits via the ROWAY Internet Software
- Gives out accurate information including planned or proposed special assessment information for requesting agencies and public
- Responsible for creating mail merge and mailing list for various projects and notifications
- Provides information to public using maps to verify lot frontage, lateral location and other information as required
- Updates Insurance Certificates, Bonds and Letters of Credit
- Responds to citizen complaints and directs to appropriate department or agency
- Answers telephones, takes complaints and refers calls as required; waits on public at front reception desk
- Maintains and orders office supplies
- Performs typing and operates a calculator
- Responsible for using Microsoft Word, Excel, PowerPoint, and any other software required by department, E-mail and Internet technology in the dispensation of duties
- Verifies time sheets and time off records; maintains vacation and sick leave records
- Types miscellaneous bills; processes invoice payments; balances receipts
- Responsible for invoicing ROWAY permits and sidewalk permits

- Responsible for deposits collected for Engineering and Assessors
- Performs various filing and indexing tasks
- Provides ownership's on maps and sends out certified letters or notices to affected property owners regarding street improvements, sidewalk installation or repair, etc.; also sends out letters or notices for special committee meetings
- Assists in preparation of bid documents to be uploaded to Quest Bid Software

OTHER DUTIES

Performs other related duties as assigned

MINIMUM POSITION QUALIFICATIONS

Education: High School degree or equivalent supplemented by business training
Experience: One year general office experience preferred
Certifications/Licenses: No certification or license requirements
Other Requirements: No other requirements

KNOWLEDGE, SKILLS, & ABILITIES

This position must possess good knowledge of office terminology, procedures and equipment and of business arithmetic and English; Excellent computer skills, particularly in the use of word processing and spreadsheets; Ability to read and interpret base maps; Knowledge in the use of modern office tools such as computers, fax machines, multi-line phone systems; Ability to type accurately at a reasonable rate of speed. This position must also possess the ability to communicate and deal with the public under pressure situations; ability to read and interpret policy manuals and City ordinances; ability to make minor decisions in accordance with laws, regulations and established policies; ability to prepare and issue reports in a clear, concise and professional manner; have considerable knowledge and aptitude in the use of business arithmetic; and the ability to apply situational reasoning ability by exercising good judgment, decisiveness and creativity in complex situations. This position must have vision abilities include distant and close vision, depth perception, and ability to focus.

BACKGROUND CHECKS- Condition of Employment

PHYSICAL DEMANDS

The physical demands described herein 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.

Manual Dexterity: While performing the duties of this job, the employee is required to coordinate hands, eyes, feet and limbs in performing semi-skilled movements such as operation of a computer keyboard, telephone, calculator and transcription equipment.

Physical Effort: The employee may be required to exert light to medium physical effort in sedentary and light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee is sometimes required to lift and move up to 50 pounds.

Working Conditions: The employee is regularly in an office environment with controlled climate conditions. Occasionally the employee may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.