

## Job Description

### Human Resource Use Only

Position Number:  
Step/Grade: H  
Effective Date: 1/2020

#### POSITION IDENTIFICATION

**Position Title:** Administrative Assistant  
**Division:** Community Development  
**Status:** Full Time / Non Exempt  
**Normal Workweek:** Mon-Fri (7:30 a.m. – 4:30 p.m.)

#### SUPERVISORY RELATIONSHIPS

**Reports to:** Community Development Director  
**Directly Supervises:** No supervisory responsibilities

#### POSITION PURPOSE

The duties associated with this position have Department-wide impact, as this individual requires extensive knowledge of policies and procedures, and is responsible for interpreting, carrying out and enforcing existing Department methods and projects in connection with office operations, making regular contact with other personnel, the general public, and outside organizations relative to office operations. The administrative assistant maintains financial records, files, and a budget related to Department operations, programs and expenditures, and establishes and maintains files concerned with personnel, constituents, and/or policy matters. This position exercises a high degree of independent judgment within the scope of their authority, and assists in the administration and coordination of special programs and projects.

#### ESSENTIAL DUTIES

- Provides, administrative, and information handling support for the Community Development Department including, but not limited to the intake of zoning, conditional use permits, official map amendments, street vacations, design reviews or other applications related to community development activities, determining significance and distribution of information and requests, and planning their distribution.
- Provide technical assistance information to staff and the public for Community Development related activities.
- Assists with office administration and policy recommendations where appropriate.
- Maintain and update department webpage.
- Performs routine office tasks including data entry, file management, copying files and documents, answering telephones and responding to email requests.
- Assist in developing digital maps, reports, plans, and data analysis for projects being undertaken by the department. This includes a willingness to learn mapping software.
- Independently prepares correspondence, as delegated on behalf of, and for the Department.
- Assists the staff with the preparation of specification booklets, RFP's, contracts, purchase orders, and contractor applications for payment.
- Maintains schedules and daily calendars for Department staff, as assigned; and arranges appointments with supervisory personnel, elected officials, other employees and members of the public, exercising discretion in committing staff's time, and in referring callers and visitors to appropriate source of information or service.

- Explains operational procedures and basic code requirements to elected officials, employees, and other members of the public; gathers pertinent information and applicable municipal ordinances to coordinate efforts to expedite matters for the department.
- Interacts and responds to requests for information by constituents and the public by reviewing requests, finding answers, using tact and judgment in referring request to appropriate source of information.
- Prepares written response letters and memos, as well as follows up on difficult customer questions and issues.
- Performs a variety of property and real estate research, and assists Department staff with special projects, as assigned.
- Coordinates communications with other departments and agencies, as assigned.
- Prepares financial reports for various Department programs, including, but not limited to maintaining and monitoring status of City housing and economic development loans, repayment records and repayment schedules.
- Prepares legal documents for various real estate transactions.
- Coordinates distribution of site plans, subdivision plats and other development plans.
- Performs clerical duties for the following committees: City Plan Commission, Community Development Authority, Industrial Development Corporation, Brownfields Advisory Committee, and Tax Incremental Financing Joint Review Board. Responsibilities may include, but are not limited to preparing hearing notices, assembling agenda packets, assuring board quorums, typing and correcting drafts, and distributing minutes of the meeting to committee members, department heads, and members of the public.
- Ensures the safe keeping of minutes, files and related records and reports, and will attend public meetings to assist the board or committee secretary.
- Responsible for monitoring Department budget accounts, , as well as coordinating payments, and receivables under the supervision of the Community Development Director.
- Maintains, reviews, and prepares daily, monthly, and annual financial and statistical reports requiring accuracy, speed and neatness.
- Deals with the public in a professional and courteous manner, screens and greets visitors, acts as primary receptionist and phone attendant, directs calls to appropriate persons, responds to more complicated inquiries or requests for information, and determines which requests should be handled by another staff person.
- Assists supervisory personnel, elected officials, other employees and members of the public with open records requests in accordance with established procedures.
- Respond to mapping inquiries by the general public, Realtors, and appraisers.
- Researches and types zoning request letters for Realtors, appraisers, and lending institutions.
- Makes travel and lodging arrangements for meetings and conferences for Department staff.
- Maintains payroll records, and monitors vacation, sick leave, travel requests.,
- Balances cash box and maintains accurate and current records; following strict procedures to comply with auditing standards, and depositing monies with the Finance Department.
- Performs the duties relative to collection of Departmental invoices.
- Processes purchase requisitions and orders as needed, including, but not limited to maintaining adequate inventories of office supplies and equipment.
- Maintains records of department actions, committee actions and materials.
- Receives, sorts, opens, and distributes mail to appropriate personnel.
- Notarizes City documents.

#### **OTHER DUTIES**

Performs other related duties as assigned.

## **MINIMUM POSITION QUALIFICATIONS**

- Education:** Associate Degree preferred or the equivalent combination of experience and training which provides the required knowledge, skills and abilities, as determined by the employer.
- Experience:** Minimum of three (3) years of progressively responsible office experience..
- Certifications/Licenses:** Must possess or obtain a notary certification. Must possess a valid Wisconsin driver's license.
- Other Requirements:** Work must be accurate and error free. Good knowledge of English, grammar, spelling and punctuation

## **KNOWLEDGE, SKILLS, & ABILITIES**

This position must possess above average working knowledge of computer operations and procedures, including, but not limited to ability to operate statistical software packages, word processing programs, spreadsheets and databases at a highly proficient level; must have the ability to interpret a variety of financial reports, including income and expense statements, property transfer documents, mortgages, leases, deeds, blueprints and building plans; make quick and accurate decisions involving a wide range of types of properties, and the skills to support these decisions with valid and reliable information; communicate effectively with the members of the Department, the Mayor, other department heads, property owners, attorneys, Realtors, County officials, and other parties. Must be able to express ideas and explain factual information clearly, accurately and professionally in writing; and a strong mathematical aptitude, including ability to interpret statistical data, charts and graphs, and to apply concepts such as fractions, percentages, ratios, area and volume. This position must also have the ability to apply common sense understanding to enforce municipal ordinances and building codes by exercising good judgment, creativity and decisiveness; deal with problems involving several variables in complex situations when dealing in a sometimes hostile environment; communicate clearly and concisely, both orally and in writing, and establish and maintain effective working relationships with other departments and entities; and be a team-oriented, experienced and innovative individual with strong oral and written communication skills. This position must be strong in conceptualizing and detailing development plans for residential, commercial and industrial applications. Be an independent self-starter, with strong organizational skills, good judgment and ability to adapt to new situations; and have the ability to type a minimum of 50 wpm with accuracy.

## **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 regularly required to sit, stand, walk; use both hands to handle, touch, grasp; reach with hands and arms; talk and hear; and have the ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements in the operation of computer keyboard, telephone and calculator.

**Physical Effort:** The employee often may be required to climb steps or steep inclines. The employee is required to operate an automobile and enter and exit the automobile several times a day. The employee is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.

**Working Conditions:** The noise level in the work environment is moderately quiet. The work environment is normally indoors with controlled climate conditions. Occasionally the employee may be required to be for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job.

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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.