Job Description

Human Resource Use Only	
Position Number:	10011
Step/Grade	F
Effective Date:	01/2023
Revision Date:	03.2026

POSITION IDENTIFICATION

Position Title:	DPW Administrative Support Specialist (Public Works)
Department:	Department of Public Works
Status:	Full-Time Non-Exempt
Workweek:	Monday – Friday

SUPERVISORY RELATIONSHIPS

Reports to:	DPW Office Manager
Directly Supervises:	None

POSITION PURPOSE

This is a professional administrative position provides a wide range of administrative and technical support to the Public Works Department. Responsibilities include assisting the public, maintaining inventory and records, data entry, preparing reports, and supporting departmental operations. This role requires attention to detail and accuracy, strong organizational skills, problem-solving, computer skills, and the ability to exercise a considerable degree of independence and sound judgment.

ESSENTIAL DUTIES

- Provides administrative and technical support for Public Works operations, including Streets, Mechanics, Forestry, Bridges, Cemetery, Transit and Buildings and Grounds
- Maintain departmental inventories, records, and databases related to equipment, fleet maintenance, materials, and fuel usage
- Assist with operational coordination for seasonal and emergency activities such as snow removal and other public works services; may be subject to afterhours call-in to perform snow operations administration
- Process and track service requests, complaints, and code enforcement matters, coordinating with staff, contractors, and other departments as needed
- Prepare and maintain departmental reports, documentation, and regulatory filings
- Process accounts payable and receivable, collect payments, and maintain related financial records
- Provide administrative support for forestry operations, including service requests, permits, notices, and related programs or events
- Assist with meeting preparation, agendas, minutes, and public communications for boards or commissions as assigned
- Respond to public inquiries and provide information and assistance to residents, staff, and other stakeholders
- Perform general office duties including records management, data entry, timesheet review, and use of various departmental software systems

OTHER DUTIES

- Other duties as assigned

MINIMUM POSITION QUALIFICATIONS

Education	High School Diploma or the equivalent
Experience:	3-5 years of experience in a related field or any combination of education and experience that provides equivalent knowledge, skills and abilities.
Certifications/Licenses:	Must possess a valid Wisconsin Driver's License.

KNOWLEDGE, SKILLS, & ABILITIES

- Strong organizational, analytical, and problem-solving skills.
- Ability to manage multiple tasks and maintain accurate records and inventories.
- Proficiency in spreadsheets, word processing, email, databases, and web applications, and the ability to learn new systems as needed.
- Ability to read and interpret manuals, safety rules, and operational documents.
- Strong business math skills and ability to prepare routine reports and documentation.
- Effective verbal and written communication skills with employees, supervisors, and the public.
- Ability to follow written and oral instructions and exercise sound judgment and initiative.
- Strong customer service and interpersonal skills.

BACKGROUND CHECKS

Condition of Employment

PHYSICAL DEMANDS

The work environment characteristics described herein 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.

Manual Dexterity:	While performing the duties of this job, the employee is regularly required to sit, stand, walk, and use both hands to handle, touch, grasp, reach with both arms, talk, hear, and see while performing semi-skilled movements such as operation of a computer, keyboard, computer mouse, telephone, and calculator. The employee may be required to climb, balance, stoop, kneel, or crouch. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.
Physical Effort:	The employee is occasionally required to lift and or move up to 50 pounds.
Working Conditions:	While performing the duties of this job, the employee is normally in an office environment. The noise level is usually low; however, on occasion there is exposure to heavy equipment noise levels due to the close proximity to the bus transfer center and DPI garage.

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.