

# City of Coshocton

## Job Description

### Utilities Administrative Assistant



CLASS TITLE: Utilities Administrative Assistant DEPARTMENT: Utilities  
EFFECTIVE DATE: 01/09/12 - Amended REPORTS TO: Utilities Director  
FLSA STATUS: Non-Exempt CLASSIFICATION: Non-Union

*The City of Coshocton is committed to providing public services in a quality and professional manner. All positions in city government serve as representatives of the City, to their fellow workers and to the tax-paying citizens and guests of Coshocton, and are expected to exhibit quality and professionalism in all aspects of their work and communications.*

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#### GENERAL SUMMARY

Serves as a confidential assistant to the Utilities Director, this position performs a variety of specialized administrative and office support functions to assist the Utilities Director.

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#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Designs, organizes and maintains specialized and custom forms, records, reports, files and logs to support technical work processes in Utilities Department; designs, develops and maintains spreadsheets requiring data interpretation and manipulation; creates, maintains and updates files; removes and archives inactive records or files; researches and assembles information from a variety of sources for the completion of specialized forms and technical reports; copies, compiles and distributes contracts, reports, documents and other materials.
- Manages information and communication for the Utilities Director. Receives and screens all inquiries, conducts research as requested. Receives public complaints and directs to appropriate official or public.
- Assists Utilities Director in planning implementation of new policies and procedures.
- Reviews and codes departmental expenses and monitors department budget balances; compiles data and provides other support and assistance in preparation of department's annual budget.
- Receives and responds to general correspondence and inquiries from the general public and other city departments; provides basic information related to the department's policies and procedures, or regulatory guidelines.
- Prepares, processes, reconciles and records reports, forms, purchase orders, work orders, payments, billings or other similar materials; examines for accuracy and completeness, notes discrepancies, and consults with Utilities Director, as appropriate, for resolution.
- Schedules line locates and dispatches work orders as required.
- Securely maintains various reference files and record keeping systems, including employee records; assembles and organizes data for quick and easy retrieval; provides confidential correspondence regarding employee issues.
- Maintains confidential department personnel files including, attendance, time off records, assists in calculating and preparing payroll; maintains disciplinary and grievance records.
- Provides administrative support, including back-up support to administrative support staff in other departments.
- Other duties as assigned.

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#### PERFORMANCE EXPECTATIONS

- Exhibits a commitment to execute all responsibilities with quality and excellence.
- Exhibits high level of ethics, integrity and professionalism in all dealings.
- Demonstrates effective and efficient use of City resources.
- Shows thorough familiarity with and understands City resources sufficiently to appropriately direct inquiries or provide appropriate information about community resources in a timely, professional and collegial manner.
- Exhibits good judgment in decision-making, based on City of Coshocton guidelines; this includes a keen awareness of all information contained within the City of Coshocton Personnel Policy Manual.
- Shows initiative to anticipate and attempt to resolve all problems/issues/needs while maintaining essential services.
- Pursues continuous learning to improve job skills and obtain requisite knowledge and capabilities to support the City's goals and objectives.
- Works effectively and cooperatively with others, demonstrating ability to work well in team-based efforts interdepartmentally and within intergovernmental agencies.

- Maintains knowledge of Equal Employment Opportunity (EEO) laws, particularly regarding equal and fair treatment of all people; strives to maintain a non-intimidating, harassment-free work environment.
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## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of government policies and procedures, structure and process.
  - Working knowledge of Utilities Department policies and procedures, including safety practices and procedures.
  - Demonstrated organizational, time management and planning skills, with the ability to handle multiple interruptions and adjustment of priorities throughout the day without compromising accuracy or efficiency. Logical thinker with ability to solve practical problems, applying common sense understanding to interpret and independently carry out detailed instructions in various forms.
  - Ability to calculate figures and amounts such as discounts, interest, proportions and percentages. Ability to apply concepts of bookkeeping and accounting.
  - Outstanding communication and interpersonal skills and a commitment to customer service in dealing with issues and handling complaints. Ability to resolve conflict, as may be needed in dealing with complaints from angry citizens and government officials. Possesses the ability to effectively gather and present information as well as respond to questions and resolve complaints from the general public, all departments, government officials, businesses and public agencies in a courteous manner.
  - Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar with writing, editing and proofreading skills. Must proofread for grammar, spelling and punctuation with a high degree of accuracy. Ability to write clear, legible, accurate and concise reports to communicate findings. Ability to effectively and professionally present information. Demonstrated ability to read and understand policy and procedure.
  - Technical competence in Microsoft Office Suite including ability to create spreadsheets; knowledge of basic office equipment such as computers, fax machines, copiers, telephone, scanners as well as administrative and clerical procedures, accurately managing files and records; possesses ability to create spreadsheets, compose correspondence, manage databases and create presentations, reports, and documents, possesses excellent keyboarding skills.
  - Ability to confidentially handle sensitive inquiries and contacts with officials and the general public as well as confidentially maintain employee/union information.
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## **MINIMUM QUALIFICATIONS**

High School Diploma or equivalent. One year accounting experience preferred. Demonstrated proficiency in written and verbal communication.

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## **PHYSICAL DEMANDS**

Generally sedentary work requiring time keyboarding at a computer monitor, may involve intermittent standing or walking; mostly comfortable working conditions. There may be some walking; standing; bending; stooping and carrying of light items weighing 25 pounds or less such as papers, boxes, files, etc.

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## **WORKING CONDITIONS**

Works in a temperature-controlled, adequately lighted office setting.

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## **RELATIONSHIPS AND ACCOUNTABILITIES**

Directly reports to the Utilities Director. Frequently interacts with employees of other City departments, various vendors and members of the general public. Contacts are for the purpose of obtaining and furnishing information. Regularly interacts with businesses, government authorities, public service personnel and the general public.

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## **EEO STATEMENT**

It is the policy of the City of Coshocton to assure Equal Employment Opportunity to its employees and applicants for employment on the basis of merit without regard to race, color, religion, national origin, political affiliation, or age or any other basis protected by Federal, State or Local law, ordinance or regulation. The City of Coshocton will follow this policy in recruitment, hiring, testing, certification, promotion, layoffs, returns from layoffs, demotions, terminations, training, performance evaluations, leave, and use of City facilities. It is not the intent of this policy to permit or require the lowering of bona fide job requirements or qualification standards to give preference to any employee or applicant for employment. However, the City will take positive affirmative measures in accordance with Federal, State and Local law, ordinance, or regulation to recruit minorities, females, and persons with disabilities to all levels of City government.

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**DISCLAIMER**

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

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**ACKNOWLEDGEMENT OF RECEIPT**

I acknowledge I have received a copy of this job description. I understand the duties and am fully able to meet the requirements and perform the essential functions of this position, with or without reasonable accommodations.

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Employee Signature

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Date

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Print Name