

## CITY OF MIDDLETOWN

### Position Description

Date: January 1, 2016

Position Title: **Administrative Assistant**  
Department/Division: Various  
Reports To: City Manager/Department Director  
Classified or Unclassified: Unclassified  
Exempt or Non-exempt: Non-exempt  
Union or Non-union: Non-union  
Salary Range: 184

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### Position Summary

Position performs full range of office administration duties and responsibilities to the city manager or department director. Requires extensive administrative experience in order to accomplish the following duties: staff and project development; inter- and intra-department liaison and project coordination; original research, analysis, and preparation of recommendations for all types of reports. Duties include a variety of office tasks and service to the public. Performs advanced administrative functions using the computer. May be responsible for assigning tasks to other administrative staff. Position requires some independent judgment and action, with minimum supervision.

The work is primarily sedentary, with some walking; standing; bending; carrying of light weight items (20 pounds or less) such as papers, books, and equipment.

### Position Qualifications

High school graduate, preferably with follow-on college courses in public or business administration or in the field of the employing department's specialization. Considerable experience in public relations and administration.

Desired knowledge, skills, and abilities:

1. Provide quality customer service to public. Ability to meet the public courteously, obtain information from records, and provide clear explanation of City policy and procedures.
2. Understand and use business English writing, spelling, proofreading, and intermediate bookkeeping or accounting methods and principles.
3. Accomplish multiple mathematical computations and tabulations accurately and with reasonable speed.
4. Serve as office administrator: organize, plan, schedule, assign, and evaluate the work of administrative co-workers. Develop, lay out, and implement administrative procedures.
5. Prepare all types of written correspondence and reports, and maintain filing systems and databases with minimum supervision.

6. Read incoming correspondence to ascertain urgency of subject, proper disposition of correspondence, and possible department response.
7. Ability to establish and maintain effective working relations with other employees and the public.
8. Ability to carryout brief general instructions effectively and with dispatch.
9. Learn assigned administrative tasks readily within a reasonable training period and to adhere to a prescribed office routine.

**Duties and Responsibilities -- For Performance Appraisal**

1. Communicate clearly, both verbally and in writing, for office interaction and customer service.
2. Interpret policies, regulations, and procedures for staff members and the general public.
3. Perform and facilitate advanced office functions: prioritize and schedule office work, to include filing, and coordinate division/department projects and workloads with others. Organize, plan, and assign the work of administrative co-workers, to include implementing administrative procedures. May assign taskings and coordinate assignment for other administrative personnel.
4. Coordinate and assist with department and division budget preparation. Use advanced budget functions with City provided software systems and basic bookkeeping methods: payroll, tracking receipts and expenditures, prepare claim vouchers, purchase requisitions, and travel requisitions. Reviews all of the above for accuracy.
5. Assist in developing and preparing technical reports, funding proposals, department plans, and public information releases.
6. Successfully use advanced computer skills using PC-based software and hardware: word processing, initiating and preparing documents (letters, memos, and division and department level reports), spreadsheets, computer filing, presentation slides using PowerPoint, database management, E-mail, and Internet research.
7. Train other administrative support personnel in office administration procedures, to include report writing, and other necessary skills such as customer service.
8. Investigate public complaints and suggestions on departmental operations, in order to discuss procedures, and then work with other department staff to remedy justified complaints or implement suggestions.
9. Prepare draft contractual and legal documents.
10. Analyze administrative problems, to make sound recommendations as to their solution, and to prepare working procedures.

11. Act as a liaison between the department and other departments or between the City government, citizen committees, and external agencies.
12. Track office projects, deadline, and personnel work schedules. Schedule appointments and meetings.
13. Process confidential information with discretion.
14. Operate and maintain office equipment.
15. Maintain regular and timely attendance.
16. Perform office functions in a safe manner.
17. Accomplish other tasks as necessary for administrative support.