

CITY OF BURIEN, WASHINGTON

JOB DESCRIPTION

Title: Department Assistant

Dept: City Manager

FLSA: Non Exempt

Reports to: City Clerk

Salary Grade: 470

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary

Under the direction of the City Clerk, performs a variety of clerical, receptionist, and office support duties. Position involves direct contact with the public by telephone and in person.

Essential Functions

- Supports and models the identified vision, values and behaviors of the organization.
- Serves as back-up receptionist, answers the telephone, greets visitors, provides information to the public and takes messages or refers customers to appropriate personnel.
- Receipts financial transactions, reconciles daily financial reports, and prepares daily deposits.
- Issues animal licenses.
- Enters and updates information in animal licensing program.
- Prepares and publishes legal notices.
- Attends meetings, takes notes and prepares minutes in publishable form.
- Assists with Council meeting agenda packet process by assembling, copying, uploading, and distributing agenda packets.
- Populates documents to the City's website.
- Responds to and researches public record requests.
- Performs record management services.
- Provides notary service.
- Performs typing, e-mailing, posting, photocopying, distribution and/or filing of memos, letters, reports, and other documents.
- Performs research.
- Delivers mail to Post Office.
- Maintains and posts conference room schedule.
- Sets up rooms for meetings.
- Performs other duties as assigned.

Secondary Functions:

- Orders supplies.
- Serves on and participates in various employee committees.

Job Scope

Position involves a moderate degree of complexity with recurring work situations with occasional variations from the norm. Incumbent operates independently with minimal supervision, determines own practices and procedures, and contributes to the development of new concepts.

Interpersonal Contacts

Contacts are normally made with others both inside and outside of the organization, including City staff, the general public, and elected officials. Contacts frequently contain confidential/sensitive information necessitating discretion at all times.

Specific Job Skills

Knowledge of:

- Advanced administrative management practices and procedures, and office equipment
- Business English and letter writing, document preparation, and spelling.
- Legal, administrative and procedural policies and regulations of a municipality.
- Practices and policies of providing quality customer service, including dispute resolution techniques.
- Word processing, spreadsheet and database programs. Knowledge of Microsoft Word, PowerPoint and Excel.

Ability to:

- Satisfactorily answer three phone lines while dealing with in-person customers.
- Type 40 words per minute.
- Independently and/or from general instructions, accurately compose and prepare various documents.
- Communicate clearly verbally and in writing.
- Exercise strong attention to detail.
- Work in a rapid-paced work environment.
- Handle multiple priorities and projects.
- Meet deadlines.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Provide quality customer service employing interpersonal skills such as tact, patience, and courtesy.
- Operate standard office equipment.
- Exercise individual initiative.
- Understand, interpret and efficiently carry out complex oral and written instructions.

Mental Abilities

Position requires continuous use of discretion and the ability to speak, read and understand English; frequent interpersonal skills, teamwork and customer service; occasional problem analysis, independent judgment and/or action, and ability to write English; and rare creativity, decision making, negotiation, and performance of basic and advanced math.

Physical Abilities

Position requires continuous feeling, grasping, hearing, and handling; frequent standing, walking, fingering, talking, sitting, and repetitive motions of hands and wrists; occasional reaching and bending; and rare stooping, crawling, kneeling, climbing, and repetitive motions of feet. Position requires the ability to push, pull, and carry fifteen pounds and lift thirty pounds.

Education and/or Experience:

Graduation from high school or equivalent and four years increasingly responsible administrative and clerical experience OR any combination of education and experience that would fulfill the requirements of the position.

Special Requirements

- Successful completion of pre-employment background check.
- Valid Washington State Driver's license with satisfactory driving record.
- Valid Notary license within one year of employment.

Job Conditions

Work is performed in an office, which is busy, oriented to public service and subject to occasional work interruptions. The noise level in the work environment is usually moderate. May require travel to deliver mail and/or attend meetings. Position may involve attendance at meetings off-site and before or after normal working hours.

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