



CLASSIFICATION TITLE: Administrative Assistant	JOB NUMBER: 7197	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Department/Division Director	PAY GRADE: 13	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs administrative support work providing general clerical and office support duties to assigned department or division, and related work as apparent or assigned. Work is performed under the close supervision of the assigned Director, Manager or Supervisor ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Provides customer services by answering phones, greeting visitors, providing information receiving and processes requests and complaints; exercises discretion in disseminating information, explaining policies and procedures and speaking as directed for the supervisor in personal and telephone contacts and meetings.
- Receives, sorts, opens and distributes mail; answers telephone calls, schedules appointments and meetings, explains programs, policies and procedures within the scope of authority, provides information of general or limited technical nature, takes messages and refers callers to the appropriate person or department; executes quality customer service to the public according to department/division needs.

- Maintains financial records and files pertaining to departmental or divisional operations, programs and expenditures, budget balances, payroll and operations; prepare status reports, charts and graphs as requested; assists with the preparation of budgets; may maintain complex financial records and files pertaining to departmental expenditures.
- Organizes and coordinates office functions, activities and communications with departmental staff and special groups; provides administrative support to boards and committees, attends meetings, types minutes, and prepares reports, agendas and other related materials.
- May maintain a cash drawer, receive, and track payments.
- Maintains schedules and calendars of supervisor(s) and others of assigned department or division as assigned, including the arrangement of meetings and travel details.
- Performs as back-up or fill-in to other positions of a similar nature when called upon.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Administrative support and clerical techniques, procedures and methodologies.
- Modern office practices, methods, procedures and equipment.
- Alpha and numeric filing systems.
- Record-keeping principles, procedures and techniques, to include financial and statistical records.
- Word processing and desktop publishing software applications used by the City.
- Proper telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

Skills and Abilities to:

- Read, learn, interpret, apply and explain laws, codes, regulations, policies and procedures.
- Learn department and program objectives and goals.
- Perform administrative, secretarial, and clerical accounting duties.
- Add, subtract, multiply and divide quickly and accurately.
- Understand and work within scope of authority.
- Transcribe material from transcription machine tapes or notes; type quickly with accuracy (words per minute requirement will vary upon department/division, as specified in the job posting).

- Train and provide work direction to others as assigned.
- Maintain records, files and filing systems.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Depending on specific department/division assignment, some positions within this classification may require possession of a Notary Public Certification, and/or a valid driver's license, as specified in job posting.

EDUCATION AND EXPERIENCE

High school diploma or GED and one (1) year of experience in an office setting.

COMPETENCIES

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a

range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.

- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work constantly requires using hands to finger, handle or feel, repetitive motions, sitting, reaching with hands and arms, speaking and hearing; work occasionally requires standing, walking, and pushing or pulling; work seldom requires exertion of up to 30 pounds of lifting and force, climb or balance, stoop, kneel, crouch or crawl; work has standard vision requirements, vocal communication is required for expressing or exchanging ideas by means of the spoken word, hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

K. Nabe 12/8/22
Human Resources Director *designee* Date

[Signature] 12/9/2022
Department Head Date
City Manager or Authorized Designee Date