



CLASSIFICATION TITLE: Administrative Assistant II	JOB NUMBER: 7198	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Department Director	PAY GRADE: 15	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs intermediate administrative support work providing general clerical and office support duties for Department Director, and related work as apparent or assigned. Work is performed under the moderate supervision of the Department Director (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. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Composes, prepares and types a variety of correspondence, memos, reports, and other materials; conducts a variety of studies involving programs, systems, operations, special needs, issues or activities of the assigned department; researches, analyzes, and prepares recommendations or conclusions on assigned projects; maintains various documents and files.
- Organizes and coordinates office functions, activities, and communications with departmental staff and special groups as assigned; provides administrative support to boards and committees as assigned; attends meetings, types minutes, and prepares reports, agendas, and other related materials.
- Maintains financial records and files pertaining to departmental operations, programs, and expenditures, and budget balances; prepares status reports, charts and graphs as requested; assists with the preparation of budgets; may maintain complex financial records and files pertaining to departmental expenditures.

- Composes or rewrites staff reports for City Council to ensure accuracy and completeness of report content, readability, clarity, adherence to policies and procedures, and proper use of grammar.
- Ensures the department's records are properly maintained, archived, prepped for destruction, and destroyed in accordance with established requirements; ensures the record and working file organization and storage is efficient and consistent throughout the department; ensures responses to records requests are fulfilled timely and accurately.
- Provides customer service by answering phones, greeting visitors, providing information, and receiving and processing customer requests and complaints; exercises discretion in disseminating information, explaining policies and procedures, and speaking as authorized for the Director in-person, over the telephone, through email, other written correspondence, and in meetings.
- May maintain schedules and calendars and arrange meetings and travel details.
- Maintains confidentiality in matters that require such or are sensitive in nature.
- Performs as back-up or fill-in to other positions 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.
- Municipal administration, organization, codes, and terminology.
- Principles, practices, and procedures for maintaining and managing public records.
- Basic financial and statistical record-keeping techniques.
- Principles and practices of budget development and administration.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- City operations, policies, and objectives.
- Research and analytical skills and techniques.
- The theory and practice of opinion sampling and statistical analysis.
- Report writing techniques.

Skills and Abilities to:

- Read, learn, apply, and explain codes, rules, regulations, policies, and procedures.
- Plan and perform complex administrative office coordination duties and special projects.
- Research and analyze data and information and develop, evaluate and present recommendations.
- Complete mathematical computations with accuracy.
- Prepare, monitor, and control assigned budgets, including maintaining financial accounting records.
- Prepare, maintain, and monitor records accurately.
- Type, transcribe materials, and keyboard at 50 wpm with accuracy.
- Exercise discretion and maintain confidentiality.
- Understand and follow verbal and written directions.
- 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 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 two (2) years 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


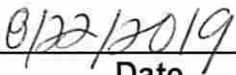
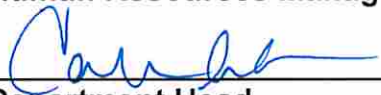


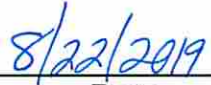
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the 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 occasionally requires exertion of up to 30 pounds of lifting and force, climbing or balancing, stooping, kneeling, crouching or crawling; 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.

	
Human Resources Manager	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date