

POSITION DESCRIPTION

Class Title: Secretary (Job Class Code: 0012)
Division: All Divisions
Department: Public Operations

Effective Date: March 4, 2015
Pay Grade: 8
FLSA Status: NE

GENERAL PURPOSE

Performs a variety of routine and complex clerical, secretarial and administrative work in keeping official records, providing administrative support to the Public Operations staff, and assisting in the administration of the standard operating policies and procedures of the department.

SUPERVISION RECEIVED

Works under the general supervision of the Division Superintendent or Department Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, preparing documents, and data processing.
2. Schedules appointments, conferences, and staff meetings, including notification of individuals by mail or telephone of the date, time, place and subject matter of the meeting; maintains various types of schedules pertinent to the office
3. Answers and screens incoming calls with courtesy, maintains record of trouble calls, and routes callers or provides information as required; follows-up on departmental action. Transfers calls as necessary to proper party and/or dispatches calls as necessary.
4. Professionally composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
5. Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
6. Prepares overtime reports, reviews time cards for accuracy, and coordinates leave requests; maintains division/departmental personnel and payroll records and resolves problems associated therewith.
7. In the event of a natural or man-made emergency, works 12-hour shifts coordinating Emergency Management movements between department and police department; responsible for coordinating evacuations, citizen requests for assistance, sand bag preparation and delivery, emergency preparedness, and coordination of men and materials involved in any cleanup operations.
8. Maintains daily record of emergency costs (materials and man-hours), prepares documentation required by FEMA for reimbursement of city costs.
9. Operates radios as needed and assists in radio communications; operates base radio as required.
10. Assists in the procurement of department materials and supplies; maintains inventory of supplies and orders office supplies and materials.

11. Operates listed office machines as required. Makes calls for service on machines or requests service for equipment as needed.
12. Uses and monitors work order tracking program on all departmental job assignments.
13. Receives, stamps and distributes incoming mail, processes outgoing mail;
14. Inputs data to standard office and department forms; compiles data for various reports.
15. Plans conferences and training sessions. Coordinates travel plans for staff.
16. Prepares records such as notices, minutes, and resolutions.
17. Acts as custodian of departmental documents and records. Establishes and maintains filing systems, control records and indexes using moderate independent judgment.
18. Plans and executes monthly luncheons for over 100 employees.
19. Performs in-house drug testing involving employees injured at work or involved in any incident involving City vehicles or equipment.
20. Maintains complete confidentiality of all matters involving Public Operations and City.
21. Calls in locates or submits requests online to LA One-Call for any work involving excavation.
22. Notifies proper authorities for any road closures or water disconnections in the performance of work done by Public Operations.
23. Assists with any other job related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

1. Graduation from a high school or GED equivalent (specialized course work in general office practices such as typing, filing, accounting and bookkeeping preferred); and
2. Three (3) years of increasingly responsible secretarial experience; or
3. Any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

1. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of engineering and construction terminology.
2. Excellent spelling and grammatical skills; excellent public relations skills; skill in the operation of listed tools and equipment
3. Ability to type 50 wpm; ability to transcribe quickly and professionally; ability to execute internet research using search engine; ability to handle sensitive information with a high level of confidentiality; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to appropriately handle stressful situations and/or emergency calls with professionalism and a calm demeanor; ability to work with frequent interruptions.

TOOLS AND EQUIPMENT USED

Phone; personal computer including word processing, spreadsheet, graphics, and database software; copy machine; fax machine; base radio; calculator.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is an indoor, climate-controlled office. The noise level in the work environment is light to moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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 description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval:  Approval: 
Civil Service Director Department Director