Job Description

Job Title:	Administrative Assistant	Classification:	Classified
Department:	Fire, Health, HR, Parks, Planning, Police and Public Works	Grade:	130
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; performs a variety of routine, complex and specialized administration support activities to support a specific division or department.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential. The essential functions below include functions for the Senior Clerk position in multiple departments and divisions. Certain essential functions below are specific to the department or division assigned.

1. Answers phone calls and in-person requests from public and City staff; provides appropriate information or researches requests and follows-up with the caller in a timely manner. Refers callers needing information outside their scope or knowledge to the appropriate staff member for resolution.
2. Provides timely and professional customer service to the public and city staff.
3. Prepares professional written correspondences, reports, bid packets, grant proposals, request for proposals, and presentations for use by departmental staff.
4. Processes payment requests for payment to outside entities or reimbursement for employees.
5. Assists with budget; monitors budget expenditures, assists in budget document preparation, and financial report compilation.
6. Maintains or collects timesheets of department employees to ensure timely supervisory review and processing of payroll.
7. Processes purchase orders. Maintains a variety of records and files, including business inspection reports.
8. Processes documents, forms, and permits for departmental use.
9. Creates and maintains accurate records related to program participants/patients/defendants/victims in compliance with Federal, State, and local statutes, regulations, or policies.
10. Enters routine, detailed and confidential data accurately into computerized systems for departmental use and reporting purposes.
11. Maintains records and filing systems containing specialized or confidential information and materials in compliance with the State and City recordkeeping requirements.
12. Develops payment plans; accepts funds and records and tracks payments accurately. Calculates and accepts payment for City programs and services.
13. Researches and prepares various reports and correspondence regarding Department activities/programs.
14. Provides program information and literature to educate community and program participants.
15. Provides public information to citizens in compliance with Missouri Sunshine Law and City policy.
16. Maintains schedules and calendars for programs, clinics, and staff.

17. Performs routine office duties such as filing, copying, faxing, drafting correspondence, emails, etc. for use by self or on behalf of other City staff.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Basic bookkeeping procedures; Missouri Uniform License Examination System for some positions; City and departmental operating policies and procedures of the work unit to which assigned; general office procedures including filing systems, formats for various reports and correspondence; operation of standard office equipment and machines; City's money handling policies; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with City employees and the public; recording and transcribing meeting minutes; operating standard office equipment and machines including computers, FAX machines, copiers, calculators, and telephones; operating keyboard to type correspondence and/or enter information into various computerized databases; preparing various records, reports, and correspondence using appropriate format; maintaining filing and records systems; providing customer service to staff and the public; Microsoft Office Suite.

Education: High school diploma or GED equivalent required. Advanced coursework in Office Management, Office Practices, or closely related discipline is preferred and may be substituted for one year of required experience.

Experience: Two years of administrative support or related work experience required.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must be able to keyboard at least 40 words per minute, net.

The Fire Department assignment requires successful completion of mandated Emergency Preparedness training and education requirements as a condition of employment.

Revision Date: 11/01/2021	Type of Change: Update position and job title
Revision details: City-wide job description revision and updates; job title change from Senior Clerk.	