

City of Grants

POSITION DESCRIPTION

POSITION TITLE: Administrative Secretary

DEPARTMENT: Code Enforcement / Projects office

REPORTS TO: Code Enforcement/Projects Director

POSITION SUMMARY: The Administrative Secretary is an administrative support position responsible for overall office management support for the Code Enforcement, Projects, Planning and Zoning and Public works office. This includes performance of standard clerical staff functions as well as reporting, purchase order and invoice tracking, project tracking and schedule coordination.

PRINCIPLE RESPONSIBILITIES:

The Administrative Secretary must be able to perform, but not limited to, the following essential job duties, with or without reasonable accommodation:

- Provides secretarial and customer service assistance to the Code Enforcement, Projects, and Public Works Department; prepares correspondence and reports; maintains and updates filing system for office.
- Provides information and assistance to the public; responds to inquiries, requests, and complaints on the telephone and in person; explains Department policies and procedures, and refers individuals to other resources as deemed appropriate.
- Provide information and assistance regarding the registration, application, and permit processes for customers; collects, verifies fees, collects and reconciles fees to meet program and service requirements. Record and deposit fees accordingly.
- Performs clerical duties of office; Screens telephone calls, sorts and distributes mail, operates and maintains office equipment; filing and scanning and records management; oversees and orders office supplies as needed.
- Assists and prepares permits with the compliance monitoring and reporting functions with respect to operations overseen by the departments including water/wastewater permitting, emergency plan updating, floodplain development permitting, construction permitting, business registrations, conditional use permits, vendor permits, park permits, and all other permitting required.
- Performs purchasing duties in accordance with City policies and procedures.
- Promotes positive relations with City staff and with the general public.
- Planning and Zoning meeting preparation.
- Attend meetings as required.
- Ordinance understanding.
- Review Special Event requests and gather appropriate approvals
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- High School diploma, GED or equivalent required; Minimum of one-year experience in secretarial/clerical work involving public contact or communications required, working knowledge of public service and experience in customer service. Must type as least 45 WPM.
- Must possess or be able to acquire a standard New Mexico driver's license, have and maintain a good driving record.
- Must be able to read and write in the English language.
- Must pass a drug screen, and background check.

GENERAL CONDITIONS:

Residency: Employee must reside within reasonable commuting distance of the worksite.

Code of Conduct: Employee is accountable for being informed of and complying with the City's Code of Conduct.

Attitude: Employee is expected to exhibit a positive, constructive and cooperative attitude in the workplace and with the general public.

Initiative: Employee must exhibit high levels of personal initiative, mature self-direction and responsibility, and leadership are expected of the employee in this position.

Travel: Job performance is subject to moderate in-City vehicular travel and occasional external travel.

Limitations: Employee is responsible for informing the employer of any physical, mental or other factors which may substantially affect or limit ability to meet the demands of the position.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of office practices and procedures, filing and use of office equipment.
- Considerable knowledge of correct business practices, correspondence and typing formats, including english grammar, composition, spelling and punctuation.
- Working knowledge of the use of computer systems and software in a business environment.
- Ability to quickly learn a variety of computer programs used by the Office of Code Enforcement.
- Skilled in detail oriented, organized, and able to locate and assemble a wide variety of data and information.
- Ability to locate and compile information data or facts from designated sources.
- Ability to compare data for accuracy and completeness, identify discrepancies or inaccuracies and make corrections.
- Ability to establish and maintain cooperative relationships with those contacted in the course of the work.
- Ability to work independently and prioritize workload.
- Ability to effectively communicate, able to listen for understanding and share information clearly and persuasively.
- Ability to work cooperatively with diverse groups, including City employees, other agencies, and members of the public.
- Ability to make decisions in a big picture context, exercise critical thinking and judgement, and apply the values and priorities of the Code Enforcement, to recognize and respond to issues of a sensitive and political nature.
- Ability to meet deadlines.
- Ability to multi-task and able to move forward on and track multiple priorities take initiative and work independently, using good judgement about when to check in to provide updates or seek additional direction. Ability to keep confidential matters confidential.

Examples of Tools and Equipment used: Computers, typewriters, copy machines, fax machines, printers, scanners, calculators, telephones, mail processing equipment, analog/digital audio, audio/video and photographic software and hardware duplication equipment, transcription machines, and automobiles, etc.

SUPPLEMENTAL REQUIREMENTS:

PHYSICAL DEMANDS: The physical demands described here are a representative of those that must be met by an employee to successful 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 regularly required to sit, use hands to operate office equipment, including telephone, scanner and computer keyboard, reach with hands and arms, and talk and hear. The employee frequently is required to stand and walk; and the employee may be required to lift and/or move object weighing up to 25 pounds, such as books and stacks of records. 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 employee has frequent contact with other employees in the assigned department, and may be required to interact with employees outside of the department, and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee is constantly required to change tasks frequently and to perform tedious exacting work. The employee may face difficult and stressful situations, and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, and to work closely with others as part of a team. The noise level in the work environment is usually moderate.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT.

Nothing in this job description restricts ability to assign, reassign, or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the City's current assignment of essential functions. Those functions may change at any time as the needs of the City change or for other reasons deemed appropriate by the City.

CITY MANAGER'S SIGNATURE: *the following signature indicates that the City Manager has approved this position description as of the date of signature.*

City Manager

Date

EMPLOYEE'S SIGNATURE: *the following signature indicates that the employee has read and understood the terms of this position description as of the date of signature:*

Employee

Date