PURPOSE OF THE CLASSIFICATION: Under direct supervision performs administrative support duties applying general knowledge and skills related to work performed for the City Council in accordance with established policies and procedures; and performs other related assigned duties.

ESSENTIAL TASKS:
• Prepares and proofreads agendas, verifies accounts, and performs basic bookkeeping responsibilities
• Answers, receives, and delivers messages for Councilors and Council staff
• Prepares letters and memos relating to the work performed by the City Council
• Prioritizes and distributes mail to Councilors and Council staff
• Maintains the filing system and oversees the inventory, ordering and distribution of supplies and materials
• Schedules and coordinates the occupancy of rooms for the Council and applicable Boards, Authorities, and committees
• Greets and assists internal and external customers
• Investigates and responds to customer service concerns
• Assists with the development and production of public honorary achievements
• Performs as a substitute for the Secretary to the City Council
• Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Must meet the following or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

(a) Graduation from high school or possession of a General Educational Development Certificate (GED); and,
(b) One (1) year of customer service and office experience relevant to the essential tasks listed in this job description

Knowledge, Abilities, and Skills:

Knowledge of:
• Good knowledge of applying rules of grammar, spelling and punctuation
• Good knowledge of general office procedures
• Knowledge of word processing, database, or spreadsheet software packages

Ability to:
• Ability to compose and edit memos
• Ability to perform arithmetic computations
• Ability to follow verbal and written instructions
• Ability to communicate courteously and tactfully with internal and external customers

Skill in:
• Skill in organizing, compiling and recording information

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and other office equipment; subject to sitting, standing, lifting, bending, reaching, walking, and repetitive movements; and vision, speech and hearing sufficient to perform the essential tasks.
Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily in an office setting, requires the use of a telephone and other office equipment for extended periods of time and may require working overtime.

EEO Code: N-06
Group: Clerical and Administrative
Series: General and Administrative