



City of Kingman, Arizona

Classification: Administrative Secretary
Department: Varies
Accountable To: Varies
Created/Revised Date: August 2015
FLSA Status: Non-Exempt **Salary Grade:** 204 **Band:** A **EEO4:** 6

GENERAL DESCRIPTION OF POSITION

Performs a variety of routine and complex clerical, secretarial and administrative work in keeping official records, providing administrative support to a department head or other administrative office, and assisting in the administration of the standard operating policies and procedures of the department. Provides customer assistance, manages filing systems, handles phones, data entry and retrieval, recording/transcribing, collecting/balancing fees or related office support functions. Although this position may share many of the same types of duties as an Administrative Assistant, the Administrative Assistant level is distinguished by the performance of administrative support work that has greater variety, complexity, sensitivity, exposure, and autonomy.

SUPERVISION RECEIVED

Works independently under the general supervision of the appropriate department head/supervisor.

SUPERVISION EXERCISED

As assigned, may supervise temporary employees (i.e., DCE students, community service employees, volunteers).

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

The Administrative Secretary is a general administrative, office support classification that is utilized by various departments throughout the City. The duties reflected below are generally stated to encompass the broad spectrum of the duties and responsibilities an Administrative Secretary could be assigned within a department. An incumbent to this classification will be assigned to specific assignment of duties, tasks and program responsibility within the hiring department.

- Prepares, processes and/or reviews a variety of specialized documents requiring judgment as to content, accuracy, and completeness, such as, correspondence, reports, memoranda, resolutions, notices, subpoenas, affidavits, warrants, summons, complaints, confidential correspondence, special event applications, liquor licenses and extension of premises applications, business licenses, alarm subscriber registrations, policy and procedure manuals, official City forms, budget documents, council documents, contract documents, contract and agreement amendments, building and construction permits, commercial and residential plans, City wide personnel and payroll documents, claims and claims payment.
- Answers calls; directs calls; takes messages; answers questions pertaining to departmental functions, programs, policies and procedures.
- Maintains calendars by setting up meetings, special events, determining locations and notifying applicable parties.
- Transcribes recorded reports, investigations, and interviews.
- May act as secretary to a Board or Commission. Takes minutes and/or transcribes minutes.
- Answers questions and resolves problems or discrepancies relating to departmental/office functions. Provides community resource information. Researches and maintains program records.

- Plans and coordinates events and activities to include: making travel arrangements; scheduling attendance at conferences, teleconferences and trainings; creating brochures, flyers, tickets and banners for functions; developing agendas and posting meeting notices.
- Compiles and organizes data for report generation such as status reports, expenditure reports, comparison reports, incident reports and monthly statistics. Develops and runs queries and reports.
- Tracks work orders, fixed assets, revenues, expenditures, and balances. Assists in purchasing supplies, equipment and uniforms to include calling for quotes and availability, verifying accuracy of orders, processing packing slips and verifying invoices.
- Assists in creating and maintaining a variety of specialized databases such as program utilization, logs, inventories, histories, and statistics.
- Assists in creating and maintaining file systems to include development, organization, maintenance, and purging of files and records.
- Reviews and proofreads a variety of information to ensure accuracy of information, consistency with administrative policy, format, spelling and grammatical correctness.
- Receives, stamps and distributes incoming mail, processes outgoing mail. Prepares bulk mailings.
- May collect payments for program fees/billing, record requests, registrations, permits and other related department fees and posting monies to appropriate accounts.
- Schedules appointments, and performs other administrative and clerical duties.
- Serves on City teams as assigned by attending meetings, performing assigned tasks, and working in cooperation with other City employees for a common goal.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

PERIPHERAL DUTIES

- Operates a vehicle to run errands for the department and travel to meetings, conferences, trainings.
- May serve on a variety of employee committees.
- Performs related duties as required.
- Performs special assignments as requested.

DESIRED MINIMUM QUALIFICATIONS

Education and experience:

- Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, word processing, electronic spreadsheets and databases, filing, accounting and bookkeeping, and
- Two (2) years of administrative, office support related experience.
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

Necessary Knowledge, Skills and Abilities:

Knowledge: Standard office practices and procedures; Departmental policies and procedures; Applicable City, State and Federal policies, laws, and regulations. Record keeping practices and procedures; Customer service procedures and techniques; English spelling, grammar and punctuation; General bookkeeping practices and cash handling processes.

Skills: Maintaining department records management; Taking and transcribing accurate minutes of meetings, investigations, reports and interviews; Proofreading materials; Establishing and maintaining effective working relationships with co-workers and the public; Operating listed tools and equipment; Troubleshooting problems; Maintaining and handling applicable equipment; Working in a team environment; Providing customer service; Utilizing a computer and relevant software applications; Demonstrate proficiency to prepare documents, spreadsheets, databases, presentations, email and timesheets; Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Abilities: Ability to establish and maintain effective and accurate records and filing systems; Handle money appropriately and accurately; Effectively meet and interact with the public; Maintain effective and accurate accounting procedures; Gather and research data; Carry out assigned projects to their completion and perform multi-tasks with numerous interruptions; Communicate effectively verbally and in writing; Work requires the ability to write memoranda, correspondence, reports and produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar; Interpret rules, regulations, and policies and apply knowledge; Maintain confidentiality of information; Establish and maintain effective working relationships with employees, supervisors, vendors and the public. Adapt to changing work priorities; Perform basic mathematical calculations; Work independently and to complete daily activities according to work schedule; Participate in teamwork productively; Read manuals and specifications and apply knowledge; Use equipment and tools properly and safely.

SPECIAL REQUIREMENTS

Valid Arizona Driver's License or ability to obtain within 6 months of hire. Ability to be bondable and may be required to become a notary public.

Kingman Police Department – requires ability to successfully test at a typing speed of at least 40 words per minute and must be able to successfully complete an extensive background check.

WORK ENVIRONMENT

The work environment characteristics attached to the job description 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. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____