



ADMINISTRATIVE ASSISTANT (PUBLIC WORKS)

JOB DESCRIPTION

Department: Public Works	Division: Administration
Work Location: Urbana Public Works	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Public Works Director and Assistant to the Director of Public Works Administrative Programs Supervisor	Union: Non-Union

JOB SUMMARY

Under general supervision, the Administrative Assistants for the Public Works Department are responsible for performing a wide variety of professional administrative duties in support of the activities and services of the Public Works Department which includes tasks such as creating and maintaining filing systems; receiving telephone calls and visitors in the office; taking and transcribing minutes and correspondence; and logging, compiling and reporting data.

~~Scope:~~ This position is typically the first point-of-contact in the Public Works Department. Employees must be able to work in a high stress environment and handle multiple priorities. Incumbents should have the ability to diffuse situations and must be able to remain calm and courteous at all times.

Defining Class Characteristics:

Positions in the Administrative Assistant classification perform a variety of confidential, difficult and highly complex duties with a relatively high level of independence. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research support functions. This class is distinguished from other administrative classifications by its confidential duties, the level of responsibility assumed, and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and are required to maintain a high level of confidentiality.

ESSENTIAL FUNCTIONS

- ~~Reception duties:~~ Receives and greets all visitors including vendors, customers, and other visitors having business with department; assists, provides instructions or directs to other departments if appropriate.
- ~~Phone duties:~~ Provides telephone reception services to the general public and/or staff; assists callers or routes to appropriate staff.

- Notifies appropriate staff of emergency and non-emergency information, issues, complaints, and issues to department staff via telephone, two-way radio, email, and in-person; enters non-emergency infrastructure repair issues into work order system.
- ~~Basic office duties:~~ Performs basic office and clerical duties such as making copies, sending and receiving faxes; distributing faxes to appropriate staff/department, and obtaining signatures on documents as needed.
- Provides Notary services as required.
- ~~Mail:~~ Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail and packages ~~including FedEx and UPS.~~
- Coordinates and prepares information and documents for public notifications; updates department information on City website; creates and posts social media content.
- Prepares and disseminates various forms of correspondence, including letters, memos, ~~electronic messages (e-mails), press releases, and facsimiles—recording and documentation; correspondence may be reviewed by Department Head;~~ responds to general correspondence of a routine nature associated with departmental responsibilities; ~~proofreads correspondence materials and make corrections for grammar, spelling, punctuation, and general content.~~
- Performs data entry into various computerized programs, including work orders and payroll and financial transactions.
- Collects Employee Reports of Vehicle/Equipment/Property Damage, Employee Incident Reports, and Employee Injury Reports from Public Works managerial personnel and distributes to appropriate City personnel.
- ~~Filing:~~ Organizes and maintains various manual and electronic filing systems; and manuals prepares, reviews, revises, and maintains various manuals and documents manually and electronically; updates and distributes department Policy and Procedure Manual. -
- Assists with records retention and destruction functions in accordance with the Local Records Act, to include assisting with periodic audits, organizing and retrieving files in storage, and preparing requests for records destruction.
- Processes accounts payable transactions, to include: timely preparation of ~~ing~~ requisitions and invoices; ~~requesting forms for vendors; coordinating orders; receiving and reconciling shipments with purchase orders; maintaining vendor files; coordinating equipment maintenance and repairs.~~ reviewing and reconciling invoices and financial statements; collecting receipts and supporting documentation; preparing check requests; and retrieving and sending payments to vendors when required.
- ~~Payments/Petty Cash:~~ Receives payments or fees; issues receipts; maintains records of transactions; may ~~maintain~~ dispense and reconcile petty cash; -
- ~~dispenses and reconciles petty cash.~~
- Maintains inventory of department/division office supplies; orders and restocks supplies.
- ~~Payroll: Prepares~~ Processes department payroll transactions, to include ~~employee time sheets and time cards for payroll.~~ reviewing timesheets and time-off requests; data entry of hours worked and timesheet corrections; generating personnel action request forms (PARFs) and overtime rosters; and reviewing and processing biweekly payroll.

- Coordinates and schedules [travel arrangements](#), appointments, meetings, or reservations at the request of staff; ~~prepares the location, photocopies materials and prepares agendas; arranges meetings and conferences.~~
- [Inventory](#): ~~;~~ [Secures cash advances for travel, completes travel reconciliations.](#)
- ~~Maintains inventory of department/division supplies; ordering and maintaining supplies.~~
- ~~Office Machines: Operates and performs routine maintenance of general office machines such as copiers, facsimile machines, and telephone systems.~~
- [Meetings](#): [Serves as Recording Secretary for Bicycle and Pedestrian Advisory Committee, Sustainability Advisory Commission, Tree Commission, and other boards, commissions, and committees as assigned;](#) ~~p~~ [Prepares and posts, and distributes](#) agendas [and packets](#); attends [meetings](#), takes and transcribes minutes ~~of commission/ committee meetings, staff meetings, or other meetings as assigned~~; ~~prepares an distributes meeting agenda packets and distributes to appropriate staff;~~ [composes and distributes](#) types staff reports.
- [Programs](#): Routes [various](#) application and [license, and](#) permit fees [managed by Public Works Department](#) such as Right of Way Applications, Bid Specifications Fees, House Move Applications, Temporary Parking Permits, Special Event Permits, Erosion Control Permits, and Landscape Permits, etc.
- ~~Accounting: Performs accounting functions which may include: receiving payments, preparing invoices, completing timesheets, processing expense reports, managing petty cash, forwarding invoices to accounting for payment, reconciling bank statements and department accounts, preparing check requests.~~
- ~~Confidential Assignments: Works with highly confidential information;~~ ~~P~~ [provide](#) direct and confidential administrative [and](#), clerical ~~or secretarial~~ support to ~~a department head or executive manager~~ [department staff](#), ~~such as:~~
- ~~Collects Employee Reports of Vehicle/Equipment/Property Damage, Employee Incident Reports, and Employee Injury Reports from Public Works managerial personnel and distributes to appropriate City personnel and Public Works Safety Committee for review. Manages department records retention and destruction; obtains permission from Secretary of State to destroy records.~~
- ~~Receives and transmits two-way radio calls for the Public Works Department.~~
- ~~Copies all letters for mass mailing, personnel files, Freedom of Information Act requests, and other documents as needed within the scope and function of the office.~~
- ~~Updates department information on City website.~~
- Compiles and maintains for distribution the departmental New Employee Information Packet, employee rosters, emergency [contact](#) information cards and other departmental documents for distribution to public works employees;
- ~~Oversees distribution of bid documents to bidders; coordinates advertisement of bid documents; schedules and attends bid opening to record bids and attendants; disseminates bid opening information to contractors and vendors;~~
- ~~Maintains and enters work order database information for Operations, Engineering, Arbor and Fleet Divisions; generates job code and employee activity reports, material usage reports, billing statements monthly, quarterly, annually, or upon request.~~

- ~~• Collects, analyzes, enters, reconciles and batches payment information from several hundred vendors and processes purchase orders for department.~~
- ~~• Updates AFSCME overtime roster; prints and distributes employee timesheets.~~
- ~~• Makes travel and accommodation arrangements for various department personnel~~
- ~~• Creates and disseminates department press releases via email, fax, and Internet.~~
- ~~• Performs conference room scheduling, which involves reviewing conference room requests for availability, electronically scheduling conference rooms and assisting with resolving conflicts.~~
- Other duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- ~~• Completion of high school or equivalent and four (4) years of progressively responsible clerical/administrative experience; or completion of a two-year office science or business administration program and two years of progressively responsible clerical/administrative experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration or other related field and six months of administrative or office management experience; or an equivalent combination of education and experience.~~
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Knowledge of

- General knowledge of: standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; distributing mail; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; word processing software; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment.
- Thorough knowledge of office management techniques and ability to practice effective communication techniques both orally and in writing including ability to coordinate a variety of resources in gathering information and independently answering inquiries.
- Basic knowledge of basic budgetary processes and procedures.
- Familiarity with the Illinois Open Meetings Act (OMA) and Freedom of Information Act (FOIA).
- Regulatory knowledge – Knowledge after training of department functions, responsibilities, and organizational structure. Ability to understand and comprehend the meaning of legal language of a variety of statues and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are

pertinent to customers for obtaining permits and licenses, and the ability to answer questions around laws and ordinances.

Skills

- **Interpersonal skills** – Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occurs. Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens. Ability to maintain a professional attitude and approach to communications. Ability to maintain excellent attendance and flexibility in scheduling. Ability to meet office objectives, daily talk times.
- **Organizational skills** - Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.
- **Computer systems /software** – Advanced skill level in Microsoft Office software applications including Word, Excel, Outlook, PowerPoint, and internet search software relevant to the position. Proficiency ~~with in Access~~ [MUNIS, NovaTIME, and/or other](#) and/or other specialized software [regularly utilized by the City is](#) strongly preferred.
- **Quality of Work:** Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments and divisions, co-workers and the public.

Ability to

- ~~Develop and maintain filing systems.~~
- Analyze and interpret policy and procedural guidelines and to resolve problems and questions, independently.
- Deal with the public tactfully in difficult work situations.
- Maintain financial records and logs using computer data entry methods.
- Type at the rate ~~of sixty (60) words per minute on a personal computer keyboard.~~ [sufficient to perform the job duties accurately and timely.](#)
- Read and interpret a map.
- Organize and prioritize information and tasks.
- Communicate clearly and effectively, both verbally and in writing.
- Provide excellent customer service.
- Learn new computer software programs.
- Learn Department procedures, policies, activities and services.
- ~~Set priorities and manage time and work in fast-paced and busy environment with multiple tasks and interruptions.~~
- ~~Read and interpret a map.~~

- Interpret and apply administrative and departmental policies and procedures.
- Develop and maintain a complex filing system.
- Understand the organization and operations of the Public Works Department, the City of Urbana, and of outside agencies as necessary to assume assigned responsibilities.
- Work under pressure during peak workload periods.
- Accurately and efficiently transcribe from a voice recording device.
- Understand and effectively apply complex oral and written instructions and procedures.
- ~~Stenographic ability may be required at the discretion of the Department or Division Head;~~
- Work with confidential information.
- Respond under emergency conditions.

~~• All knowledge, skills and abilities required at the Administrative Assistant I level.~~

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.
- Designation as Notary Public is required within six (6) months of employment.

Job Dimensions

- Requires making decisions within a well-defined scope of authority and offering solutions based on policies, ordinances, guidelines, etc. Refers issues that are unprecedented or not clearly defined.

Contacts: Internal/External

- Daily telephone contact with the general public and contact with visitors of the Public Works Building.
- Regular contact with internal staff and other governmental offices, contractors, business owners, Council members, and commission/board members.

Supervision Received

- The employee operates under the general supervision of the Administrative Programs supervisor.

Level and Complexity of Supervision Exercised

- The position is not responsible for the supervision of staff.

Supplemental Information

~~CONTACTS: INTERNAL/EXTERNAL~~

- ~~Daily telephone contact with the general public and contact with visitors of the Public Works Building.~~

- ~~Regular contact with internal staff and other governmental offices, contractors, business owners, Council members, and commission/board members.~~

Working Environment:

- Standard office setting. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone.
- Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure
- May require occasional evening hours to attend board/commission meetings.

Physical Requirements:

- Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 10 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.
- **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.
- **Hearing:** Hear in the normal audio range with or without correction. Must be able to use a two-way radio.

The work environment characteristics described herein 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 physical demands described herein 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.

Class Specification History

New classification: 10/29/2014 (reclassified to Administrative Assistant II).

General revision: April 2007

General revision: [December 2022](#)

City of Urbana

Administrative Assistant (Public Works)

Title Code	Pay Grade
	103
EEO Category	
6- Administrative Support	