



POSITION DESCRIPTION

Position Title: Part-time Administrative Assistant

Department: Public Works

Reports to: Director of Public Works

FLSA Status: Regular Part-time Non-exempt

Grade: IV

Statement of Duties

Position performs administrative and customer service duties for the Public Works Department. Work includes the performance of a wide variety of routine and complex administrative work in responding to resident calls, tracking work orders, processing financial documents, keeping the department's official records and providing general administrative support to the Public Works Department.

Supervision

Employee works under the general supervision of the Director of Public Works. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. Unusual situations are referred to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed.

Employee does not exercise any supervisory responsibilities.

Employee may have access to confidential information.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Public Works Department
Part-time Administrative Assistant
6/3/2024

Errors can result in adverse public relations, a delay or loss of service, monetary loss, and or legal repercussions.

Position has constant contact with the public to respond to inquiries, requests, or complaints. Other contacts are with other Village departments, developers, contractors, builders, businesses, local groups and organizations, and vendors for the purpose of giving or receiving information and assistance and coordinating work. Contact usually occurs in person, in writing, or on the phone.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to, or extension of, the position.

Essential Functions

1. Performs phone, written, online and window/counter service to the general public as related to the Public Works Department.
2. Performs general administrative duties such as preparing reports and correspondence, scheduling appointments, processing bills, typing, filing, and maintaining records for the Public Works Department.
3. Enters and processes work orders, following up with staff and residents as needed to successfully close out work orders.
4. Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
5. Prepares and tracks work orders for all work requests including but not limited to water meter installations, streetlight repairs, street sign repairs, and tree maintenance or removal.
6. Assists in scheduling of the installation of new meters, as well as repairs and inspections of new water and sewer services.
7. Processes sod and watering permits.
8. Coordinates with Village communication team to publicize public works projects, scheduled work, and emergency notifications.
9. Serves as liaison between the Village and disposal service company.

10. Corresponds with hydrant meter contractors regarding duties; prepares paperwork and billing as required.
11. Assists in the procurement of department materials, forms and supplies.
12. Operates base radio and listed office machines as required.
13. Performs similar or related duties as assigned.

Recommended Minimal Qualifications

Physical and Mental Requirements

Employee works in a moderately loud office environment and is required to stand, walk, sit, talk, listen, and use hands while performing duties. Occasionally, employee may be required to lift objects up to 10 lbs., and seldom lifts up to 30 lbs. Normal vision is required for this position. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position should have a High School diploma or equivalent, one to three (1-3) years of office and customer service experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Computers and electronic data processing
- Modern office practices and procedures
- Department operations, policies, and procedures
- Working knowledge of municipal operations

Skill in:

- Business writing and grammar
- Communication, customer service and organization
- Use of computer software programs and office applications (Office, Word, Excel, Access)

And the ability to:

- Prioritize and perform multiple tasks in a detailed and accurate manner
- Prepare accurate reports and correspondence
- Interact tactfully with the public and co-workers