

PLANNING ADMINISTRATIVE ASSISTANT - 1031

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate skilled clerical work assisting with a variety of office assistance and program administrative tasks; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for visual inspection involving small defects and/or small parts, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Providing office support and receptionist duties for department programs; administering programs; responding to inquiries and complaints; providing program information; processing documents; preparing and maintaining records and files; preparing reports; assisting the public.

Maintains complex and detailed files and records; maintains data bases; prepares information brochures, fliers, etc.;

Transcribes correspondence; composes routine correspondence; types a variety of complex reports and materials;

Answers questions and responds to inquiries or complaints on department and/or city operations, policies and procedures; maintains calendar; schedules appointments; responds to invitations and schedules interviews;

Maintains departmental records; reviews records for accuracy; maintains a variety of records and files; purchases supplies for department;

Assists Human Resources department with entering and maintaining employee information into Performance Appraisal system

Assist in the purchasing, and coordination of maintenance & repair of office machines

Undertakes special projects as assigned by supervisor; manages assigned programs;

Checks accuracy of important documents and records;

Maintains a variety of operational, bookkeeping, budget, personnel, and program records;

Attends meetings of committees; compiles and types agendas and maintains minutes for boards and commissions;

Logs and maintains records of complaints; refers complaints to appropriate person or department; answers telephone and assists walk-in customers;

Handles money from customers applying for various development related permits & certificates of occupancies;

Prepares a variety of complex and/or confidential reports as requested; maintains confidential files;

Receives, processes and enters a variety of information into computer system;

Checks and reviews a variety of data for accuracy, completeness and conformance to established standards and procedures;

Assists with travel and registration arrangements for departmental staff related to travel & training

Coordinates the preparation of various meetings, luncheons etc as they relate to departmental activities and services

Helps establish office procedures; helps set up and maintain filing systems;

Maintains reasonable and predictable attendance;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type and transcribe dictation at a reasonable rate of speed; ability to operate standard office and computer equipment; ability to prepare effective correspondence on routine matters and to perform routine office assistance details without referral to supervisor; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and considerable clerical or office experience. Requires advanced skills in the use of Microsoft Office related programs such as Word, & Excel.

SPECIAL REQUIREMENTS:

May require possession of an appropriate driver's license valid in the State of North Carolina.