

**CITY OF GRAND HAVEN
JOB DESCRIPTION**

ADMINISTRATIVE AIDE

Supervised By: Varies by department
Supervises: No supervisory responsibility

Position Summary:

Under the direct supervision of assigned supervisor, performs a full range of secretarial, administrative, and clerical tasks and provides customer service in full support of assigned departmental operations.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists with and provides secretarial, administrative, and clerical support for all assigned departmental operations, administrative processes, and customer service needs.
2. Answers phones, directs callers, and provides assistance and information.
3. Greets visitors and provides general customer service. Assists visitors in obtaining and completing forms, accessing appropriate information, and referring to correct departmental contacts.
4. Accepts and posts payments made to the City and balances cash drawer as assigned. Coordinates with other City departments for deposits as needed.
5. Types and enters data, prepares documents, correspondence, and reports, and establishes and maintains databases and documents.
6. Prepares packets, reports, and other standard and complex handouts, materials, official documents, or publications.
7. Coordinates regular and mass mailings and ensures departmental mail is properly processed and directed.
8. Establishes and maintains department electronic and paper files. Monitors files and records and disposes of items according to established record retention protocols.
9. Assists in internal and external customers and scheduling meetings, reserving rooms or facilities, and making related arrangements.
10. Coordinates travel arrangements for departmental staff as assigned. Makes reservations and completes registration materials as needed.
11. Monitors and orders office supplies and troubleshoots equipment for the department. Prepares and processes purchase orders and invoices according to established procedures. Coordinates with the Finance department as needed.

12. Performs other related work as required.

Depending on area assigned, may also perform the following functions.

Community Affairs

1. Provides tours of the Community Center to guests, patrons, and others as requested.
2. Coordinates with clients for event set up instructions and added amenities. Sets up, arranges, and tears down tables, chairs, and other furniture or equipment for various programs, classes, and events as needed.
3. Ensures Community Center is clean and presentable for patrons. Sweeps floors and walkways, replaces lightbulbs, washes dishes, and performs related work as needed. Coordinates related work with custodial staff.

Harbor Transit

1. Balances the fare collection bags collected from transit drivers. Prepares bank deposits of fees collected for transit transactions.
2. Assists in scheduling drivers and covering shifts due to call-offs. Edits time cards as needed to ensure proper punches.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- A high school diploma or equivalent is required. Additional vocational training is preferred.
- One or more years of experience in an office setting is preferred.
- Knowledge of general office operations and clerical practices and procedures.
- Skill in the use of office equipment and technology, including computers and other related software, and the ability to master new technologies.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to prepare accurate and professional documents, records, reports, and correspondence.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, the media, and the public.
- Ability to provide positive customer service according to City standards and policies.
- Ability to type and enter data with speed and accuracy.
- Ability to multi-task and work effectively under stress within deadlines and changes in work priorities.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations.