

**CITY OF GRAND HAVEN  
JOB DESCRIPTION**

**ADMINISTRATIVE ASSISTANT**

**Supervised By:** Varies by department  
**Supervises:** No supervisory responsibility

**Position Summary:**

Under the direct supervision of assigned supervisor, performs high-level secretarial and administrative duties and provides advanced customer service in support of department operations. Serves as a fully independent administrative support professional.

**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. Independently identifies, plans and provides secretarial, administrative and clerical support for various department operations, administrative processes and customer service needs.
2. Assists customers in person and by phone or other means, addressing and resolving standard and complex problems or issues. Calculates fees, collects monies, and reconciles payments. Addresses most situations independently and coordinates the most complex issues with managers as appropriate.
3. Provides guidance, instruction and advanced facilitation to customers regarding department operations, rules, procedures, forms, protocols and other requirements to ensure they understand processes, obtain and complete required paperwork and receive adequate and complete information.
4. Drafts standard and advanced correspondence, documents, forms, reports, and related items. Proofreads critical documents.
5. Independently creates and maintains logs, membership lists, databases, spreadsheets and other reports.
6. Prepares packets, reports and other standard and complex handouts, materials, official documents or publications. May attend board, commission, or other meetings as requested.
7. Schedules appointments, arranges and confirms meetings and otherwise manages departmental calendars and coordinates activities.
8. Schedules and attends meetings, takes minutes, prepares minutes and otherwise provides secretarial support as assigned.
9. Coordinates regular and mass mailings and ensures departmental mail is properly processed and directed. Independently responds to standard correspondence on behalf of managers or administrators as directed.

10. Develops, establishes, maintains and manages department electronic and paper filing systems to ensure public records and documents are managed in compliance with record retention requirements. Develops and implements records disposal schedules according to established record retention protocol.
11. Responds to formal requests for information, coordinates FOIA requests with appropriate city departments and legal counsel.
12. Assists internal and external customers with scheduling meetings, reserving rooms or facilities and making related arrangements.
13. Coordinates travel arrangements for managers/administrators and/or elected officials. Makes reservations and completes registration materials.
14. Coordinates and completes departmental bookkeeping and purchasing activities. Assists with processing purchase requisitions, payroll and timesheets, receipts and deposits, invoicing, monitoring budgets and expenditures and related tasks.
15. Coordinates special events and programs, completes research, reports and special projects as assigned.
16. Monitors and orders office supplies and troubleshoots equipment for the department. Prepares and processes purchase orders and invoices according to established procedures and coordinates with the Finance Department as needed.
17. Performs other related work as required.

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

Clerk's Office

1. Assists in the preparation, set-up, and completion of elections.
2. Provides clerical and administrative support to various boards and commissions.

Community Development / Affairs

1. Process a wide range of permits and applications from contractors and the general public including building and associated trades permit applications. Forwards permits to the Building Official for review and approval.
2. Maintains cross-references of owners and registered rental properties. Efficiently completes correspondence regarding inspection and the annual registration of rental properties.
3. Compiles statistics and assists in activity report preparation, including proposed project value and fees collected.

Public Safety

1. Completes data entry related to citations, vehicle impound, and other police reports in the official records management system.

## Public Works

1. Assist in the monitoring and coordinating the maintenance of departmental safety data sheets.
2. Assist in the administration and coordination of departmental software applications, including the City's SeeClickFix program.
3. Compiles data and information for the development of the department budget. Assists in creating financial reports as requested.
4. Coordinate the purchase and replacement of department uniforms.
5. Coordinates the completion of department physicals, CDL testing, license renewals, and other related activities.
6. Coordinates the sale of burial lots and services. Communicate customer requests to appropriate department for resolution. Prepare burial management reports and lot sale reports as requested.

## **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 supplemented with additional vocational training or college level coursework.
- Three or more years of experience in secretarial or administrative support is required.
- Knowledge of general office operations and administrative procedures and practices.
- Knowledge of City services, organizational structure, and departmental operations to effectively direct and assist the public.
- 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.

If assigned to the Clerk's office, this position is required to work very extended hours during elections, travel between polling sites, set up and tear down voting precincts and voting equipment, and must lift and/or move items of moderate to heavy weight