

ADMINISTRATIVE AIDE**DEFINITION**

Under general direction performs paraprofessional, technical and clerical/ administrative support to a department or division.

ESSENTIAL FUNCTIONS

This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Provides paraprofessional, technical and/or administrative/clerical support to a Department /Division Manager; receives, screens and routes telephone calls and faxes; provides information to the public, and may schedule appointments; reviews Human Resources system including payroll and paycheck history to determine accuracy of changes and updates; generates statistical reports for outside agencies; schedules and assists in conducting orientations to new hires.

Provide information and assistance to City staff, visitors and others having business with the department; assists customers with department paperwork and/or other documents. Responds to requests for information and resolves questions and inquiries within the span of authority or refers to appropriate personnel; maintain meeting minute books and files agenda items.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of City and Department policies and procedures
Knowledgeable of and proficient in using a personal computer hardware and software packages
Knowledgeable of customer service techniques and concepts
Skilled in composing business correspondence, documents and reports
Skilled in following and providing oral and written instructions in English
Skilled in establishing and maintaining productive working relationships
Ability to perform essential functions independently
Ability to communicate verbally and in writing
Must type 40 net words per minute

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent, standing, walking, bending and lifting up to 25 pounds. Incumbents may be exposed to repetitive motion, vision to monitor, extreme weather, moving traffic, construction sites, and toxic fumes and chemicals.

QUALIFICATIONS

High school diploma **AND** three (3) years experience performing office support functions in a municipal environment or one (1) year at a Senior Office Assistant or Office Specialist level.