

CITY OF BURIEN, WASHINGTON
JOB DESCRIPTION

Title: Department Assistant (Front Desk)
FLSA Status: FLSA Non-Exempt

Department: City Manager
Reports to: City Clerk

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. 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 the position.

General Position Summary

Performs advanced clerical work. Incumbent is responsible for coordinating and ensuring the efficient professional provision of administrative support for a major city department, division or function.

Essential Functions.

- Supports and models the identified vision, values and behaviors of the organization.
- Provides primary customer service support for the reception desk. Answers the main telephone line, providing information on a variety of city and community services. Screens and transfers calls.
- Receives and processes paperwork.
- Receipts financial transactions, reconciles daily financial reports, and prepares daily deposits.
- Issues animal licenses.
- Enters and updates information in the animal licensing program.
- Manages and maintains the annual multi-family rental license program.
- Processes contracts.
- Performs background checks.
- Orders supplies.
- Prepares and submits invoices for payment.
- Maintains the postage meter.
- Distributes mail.
- Provides notary services.
- Updates and distributes City's phone lists.
- Coordinates the employee ID card process and creates ID cards.
- Maintains City newspaper clippings file. Distributes articles to interested staff.
- Populates documents to the City's website.
- Assembles job applications, coordinates interview process, and sends appropriate notifications.
- Coordinates the Annual Citizen Awards program.
- Performs other duties as assigned.

Secondary Functions

- Assists with Council meeting agenda packet process by copying, assembling, and distributing agenda packets.
- Delivers mail to the Post Office.
- Supervises volunteers and/or interns.
- Serves on and participates in various employee committees.

Job Scope

Position involves a moderate degree of complexity with recurring work situations with occasional variations from the norm. Incumbent operates independently with minimal supervision, determines own practices and procedures, and contributes to the development of new concepts.

Supervisory Responsibility

The Department Assistant may supervise other clerical staff, volunteers or interns. May assist in interviewing, hiring recommendations, training, planning, and assigning work.

Interpersonal Contacts

Contacts are normally made with others both inside and outside of the organization, including City staff, the general public, and elected officials. Contacts frequently contain confidential/sensitive information necessitating discretion at all times.

Specific Job Skills**Knowledge of:**

- Advanced administrative management practices and procedures, and office equipment
- Business English and letter writing, document preparation, and spelling.
- Legal, administrative and procedural policies and regulations of a municipality.
- Practices and policies of providing quality customer service, including dispute resolution techniques.
- Word processing, spreadsheet and database programs. Knowledge of Microsoft Word, PowerPoint and Excel.

Ability to:

- Satisfactorily answer three phone lines while dealing with in-person customers.
- Type 40 words per minute.
- Independently and/or from general instructions, accurately compose and prepare various documents.
- Communicate clearly verbally and in writing.
- Exercise strong attention to detail.
- Work in a rapid-paced work environment.
- Handle multiple priorities and projects.
- Meet deadlines.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Provide quality customer service employing interpersonal skills such as tact, patience, and courtesy.
- Operate standard office equipment.
- Exercise individual initiative.
- Understand, interpret and efficiently carry out complex oral and written instructions.

Mental Abilities

Position requires continuous interpersonal skills, teamwork, customer service, and the ability to read, speak, and understand English and perform basic math; frequent decision making, creativity, and problem analysis; occasional use of discretion, negotiation, mentoring, training/supervising, independent judgment and/or action, and ability to write English; and rare presentations/teaching and performance of advanced math.

Physical Abilities

Position requires continuous talking, hearing, and handling; frequent standing, walking, stooping, sitting, fingering, reaching, feeling, bending, and repetitive motions of hands and wrists; occasional repetitive motions of feet; and rare kneeling and crawling. Position requires the ability to push, pull, and carry ten pounds and the ability to lift 25 pounds.

Education and/or Experience

Graduation from high school or equivalent and four years increasingly responsible administrative and clerical experience OR any combination of education and experience that would fulfill the requirements of the position. Experience supporting a director or manager is highly desirable. Experience working for a municipal organization preferable.

Special Requirements

- Valid Washington State Driver's license with satisfactory driving record.
- Successful completion of pre-employment background check.
- Valid Notary license within one year of employment.

Job Conditions

Work is performed in an office, which is busy, oriented to public service and subject to frequent work interruptions. The noise level in the work environment is usually moderate. May require travel to deliver mail and/or attend meetings. Position may involve attendance at meetings off-site and before or after normal working hours.

Adopted – 02/24/12