

**CITY OF BURIEN, WASHINGTON**  
**JOB DESCRIPTION**

**Title:** Department Assistant  
**FLSA Status:** Non-Exempt

**Dept.:** Parks, Recreation, and Cultural Services  
**Reports to:** Recreation Manager

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 coordinating and ensuring the efficient professional provision of administrative support for a major city department.

**Essential Functions.**

- Composes and prepares reports, statistical data, correspondence, and other documents.
- Maintains project, financial and participant records.
- Prepares and submits purchase orders and invoices for payment.
- Receipts financial transactions, reconciles daily financial reports, and prepares daily deposits.
- Makes meeting arrangements.
- Prepares legal notices for publication.
- Attends meetings, takes notes and prepares minutes in publishable form.
- Performs class registrations and facility reservations.
- Provides training and instruction to office staff, interns, and volunteers.
- Responds to and researches public record requests.
- Performs records management services.
- Provides back-up support to the Front Desk Assistant, answers department telephones, assists customers with their requests, takes messages and resolves or refers complaints to appropriate staff person.
- Assists with updating the City's web page with Department information.
- Maintains contact databases and mailing lists.
- Assists with scheduling for and staffing of facility rentals.
- Assists with administration and problem-solving of CLASS registration software system.
- Identifies injury and incident situations and contacts appropriate emergency services (911) when needed.
- Performs other duties as assigned.

**Secondary Functions**

- Assists with recreation program coordination.
- Provides graphics support for flyers, newsletters, postcards, and/or posters.
- Orders office supplies.
- Schedules office machine maintenance and repair.
- Receives, sorts, date-stamps, and distributes incoming mail.
- 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.
- 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 preferable.

**Ability to:**

- Type 40 words per minute.
- Operate standard office equipment.
- Independently and/or from general instructions, accurately compose and prepare various documents.
- Exercise strong attention to detail.
- Work in a rapid-paced environment.
- Handle multiple priorities and projects.
- Meet deadlines.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Provide excellent customer service, problem recognition and dispute resolution skills.
- Communicate clearly verbally and in writing.
- Exercise individual initiative.
- Understand, interpret and efficiently carry out complex oral and written instructions.

**Mental Abilities**

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

**Physical Abilities**

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

- Successful completion of pre-employment background check.

**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 – 08/19/15