



City of New Albany
Position Description

Position Title
Administrative Assistant

Pay Grade: Non-Exempt Classification Grade 6

Department: Police

Reports To: Chief of Police

Position Overview

The administrative assistant to the police chief performs diverse, routine and complex administrative, technical and support activities. A broad knowledge of city operations is necessary and considerable judgment and tact is required in handling the many diverse situations that arise. The administrative assistant is expected to apply a higher level of decision-making to reduce the number of inquiries forwarded to the Police Chief. The work is partially reviewed upon completion but frequently it is impracticable to review the data compiled, letters composed, information released, or the records prepared. The position has direct and regular access to confidential information and the assistant is required to handle confidential material in strict confidence. The administrative assistant is self-motivated with excellent verbal and written communication skills, demonstrates proficiency in customer service, teamwork, initiative, process improvement and displays a positive approach to problem solving with a commitment to customer service (internal and external customers).

Supervision Received

Work is performed under the direction of the Police Chief. There are no supervisory responsibilities in this position.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Responding to questions, concerns and complaints of varying sensitivity and complexity in a timely, tactful and effective manner; identifying, researching, and implementing corrective actions for citizen issues and inquiries from other city staff and the public.

Preparing and composing correspondence and reports; answering telephones and electronic communications; providing customer assistance; distributing documents and information; scheduling appointments and arranging meetings; coordinating communications between departments or the general public; assisting in the administration of the standard operating

policies and procedures of the department.

Developing and improving records management systems, work order tracking, or related processes to facilitate data retrieval and department information needs.

Handling the requisition process for the department; tracking and balancing accounts.

Gathering and preparing data and statistics for various weekly, monthly, quarterly or annual reports/surveys.

Maintaining a calendar of events and meetings for the chief/command staff; coordinating communications between the chief and other governmental officials or the public in general; coordinating the training schedule for personnel; assisting with special event planning.

Providing administrative support to command staff as directed; communicating decisions/assignments to staff and communicating problems/issues to the chief.

Responding to inquiries requiring interpretation of policies, rules and regulations.

Compiling and preparing correspondence, reports, documents, records, and other related material from source material while using judgment in evaluating validity of data to ensure reporting accuracy; determining layout and format for documents; transmitting reports/records to requesting parties.

Coordinating the maintenance schedule and/or repairs on office equipment and technology; trouble shooting issues involving maintenance, repairs, and requests that arise in the office including technology-related issues.

Assisting in the procurement of department materials/supplies/equipment as well as assisting the chief in the preparation and administration of the department budget.

Composing, editing and preparing a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Requires regular and predictable attendance.

Qualifications

The incumbent for this position must possess a high school diploma or GED equivalent supplemented by course work in business or secretarial science; computer applications utilization and considerable responsible administrative support experience; or any equivalent combination of accepted education and experience. Other requirements include a valid Ohio Driver's License and the ability to maintain insurability under the City's vehicle insurance policy as well as a Notary Public Certification.

The administrative assistant is an approachable and composed individual with a proven commitment to excellent customer service. The individual in this position treats people with respect, keeps commitments, and inspires the trust of others.

Training, Experience and Special Requirements to Perform Essential Duties/Responsibilities

- (a) Ability to establish and maintain effective working relationships with residents, consultants, developers, owners, vendors, supervisors, other employees and the general public. Ability to establish and maintain regular and effective working relationships with representatives from other governmental agencies;
- (b) Considerable working knowledge of Microsoft applications and various database applications;
- (c) Ability to learn and quickly become proficient with budgeting, performance measures, and reporting software, as well as various audio and video technologies;
- (d) Knowledge of accounting principles and practices;
- (e) Ability to complete work in compliance with deadlines; ability to handle and work with frequent interruptions and the ability to handle stressful situations;
- (f) Ability to handle confidential material in strict confidence;
- (g) Ability to use initiative and judgment within established guidelines, to organize work, set priorities and follow-up on assignments with minimal supervision;
- (h) Ability to effectively schedule, organize, and prioritize work assignments, project tasks and activities;
- (i) Ability to write legibly, use proper grammar and punctuation and to follow oral and written instructions;
- (j) Ability to independently compose clear, concise and professional correspondence, reports and documents;
- (k) Graduation from high school or GED equivalent, supplemented by course work in business or secretarial science; computer applications utilization and considerable responsible administrative support experience; or any equivalent combination of accepted education and experience;
- (l) Valid Ohio driver's license;
- (m) Notary Public certification;
- (n) May be required to work outside of normal work schedule (evenings, weekends) during special events or seasonal high volume work periods. This scenario, however, is not frequent or typical.

This position description contains the general duties and responsibilities of the position. It is not intended to be the only duties and responsibilities to be performed by the position incumbent. The City retains the right to modify the duties and responsibilities of this position at any time.

The City of New Albany does not unlawfully discriminate on the basis of race, color, national origin, sex, religion, veteran status, age, or disability in employment.

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