

CITY OF PARK RIDGE

JOB DESCRIPTION



TITLE:	Administrative Assistant	FLSA:	Non-Exempt
DEPARTMENT:	Public Works	REPORTS TO:	City Engineer
PREPARED:	July 1998	UPDATED:	September 2022

Position Summary

This position provides operational and administrative support to the Public Works Department, and provides responsive, courteous, and efficient customer service in support of departmental operations.

Essential Functions

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.

- Provides first line customer service to internal and external customers via phone, email, and mail; greets, receives and screens visitors and customers; addresses and resolves customer questions and refers complex inquiries, requests, or complaints to appropriate staff.
- Delivers support to all Divisions of the Public Works Department with strong computer knowledge of various software, computer programs, and office applications.
- Supports Engineering Department to coordinate city wide projects; *ie:* street and alley paving, stormwater/watermain projects, and sidewalk replacement programs.
- Assists the Forestry Division; *ie:* permit submittals and issuance, work requests, inspection tickets, contractor registrations, and fielding general inquiries.
- Composes routine correspondence; proofreads and edits documents; enters, scans, updates, and maintains information in spreadsheets, databases, and reports.
- Maintains databases, files, forms, and records related to department operations to provide easy access to records and information.
- Assists and provides backup for other departmental employees when necessary due to employee absence or heavy work volume.
- Assists with FOIA requests as needed.
- Prepares and processes requisitions and invoices.
- Attends meetings and prepares minutes as assigned.
- Performs and participates in special projects.
- Coordinates equipment service needs.
- All other duties as assigned

Required Education, Experience, Licensing, and Certifications

- High School diploma/equivalent;
- Minimum two (2) years recent previous experience in an administrative support position;
- Or any equivalent combination of education, experience or training.

Physical and Work Environment

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.

- This is considered a light duty, office position.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. 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. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Name Printed

Name Signed

Date