

**CITY OF ST. MARYS, GEORGIA
CLASS SPECIFICATION**

CLASS TITLE: STAFF ASSISTANT
DEPARTMENT: VARIOUS
REPORTS TO: VARIOUS

CLASS CODE: 65066
FLSA STATUS: N
DATE: 07/00

JOB SUMMARY:

Performs a variety of moderately difficult clerical functions in support of office/department staff, including: generating and issuing work orders; processing purchase orders; answering the telephone, assisting customers or directing requests to appropriate staff; entering information into computer system; processing payroll information; and performing related functions in support of department operations.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Answers telephone, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person; explains service policies, procedures and rules to callers with questions regarding same.

Interviews, screens, and greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally; provides information on departmental services and functions.

Processes work orders, to include: issuing to staff for completion; dispatching information to work crews; answering questions from patrons requesting service; dating, sorting and filing information; and providing information regarding utility locates.

Generates purchase orders, to include: preparing requisitions; verifying receipts to purchase orders; verifying signatures; and copying, sorting and/or filing information.

Maintains garbage and utility service information, including: entering new customer information into computer system; logging calls from drivers and assisting in resolving service problems associated with same; entering tickets from landfill; verifying garbage receptacles issued to customers; and preparing forms for replacement of garbage receptacles.

Processes payroll information, including: preparing time cards; calculating time and leave information; and entering information into computer system.

Maintains and replenishes office supply inventory.

Prepares reports as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports.

Composes correspondence in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.

Reports administrative and/or operational problems to supervisor.

Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail; receives and distributes faxes and email; and checks and maintains voice mail.

Photocopies reports, forms, memos, and other various documents.

Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or FAX.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer Typewriter General Office Equipment Two-way Radio

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

Two to three years of related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Notary Public

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Internal departmental policies and procedures.

Applicable state, federal and local ordinances, laws, rules and regulations.

External governmental bodies and agencies related to area of assignment.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Record keeping, report preparation, filing methods and records management techniques.

Customer service techniques.

General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and two-way radio base stations.

Mental and Physical Abilities:

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete variables in standardized situations.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects; reach with hands and arms; bend body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles; speak and hear; and push, pull and/or lift up to 10 pounds occasionally.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

file: staffasst-65066

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.