



**FLSA: EXEMPT**

## **PUBLIC SERVICES ASSISTANT**

### **DEFINITION**

Under general supervision, provides a wide variety of technical office administrative and secretarial support to the Director of Public Services and related management, professional, and supervisory staff; performs technical support work related to department activities; creates, implements, and participates in technical processes, procedures, and programs; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director of Public Services. No direct supervision of staff is exercised.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level administrative class in the Public Services Department. Responsibilities include high-level technical administrative and office support work; coordinating the office administrative support for the department; and performing technical assistance to ensure efficient service provision. Incumbents are required to use tact, discretion, and independent judgment as well as learn and apply knowledge of departmental activities. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with the public, as well as performing various research and budgetary functions. This class is distinguished from other administrative and secretarial classes in that it requires specialized technical knowledge and skills pertaining to the Town's public services function in addition to standard administrative support duties.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs technical administrative assistance and support duties for the Public Services Department; creates, implements, and participates in various technical processes, procedures, and programs; provides information and assistance to the public on technical processes, procedures, and programs.
- Manages office support functions; prioritizes and coordinates work assignments; reviews work for accuracy.
- Attends to a variety of office administrative details, such as keeping informed of

departmental activities, transmitting information, developing and maintaining department website, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchases and maintenance and attending meetings.

- Processes bills and invoices for payment; prepares and transmits a variety of financial documents; assists in budget preparation and maintains records of purchase orders, expense statements, and other fiscal transactions.
- Performs project research, analysis, and report preparation related to the activities of the department to which assigned; may prepare technical reports, applications, and perform other technical work related to the department to which assigned.
- Compiles information and data for administrative, statistical, and financial reports; checks and tabulates statistical data; prepares and assembles reports, brochures, announcements, and other informational materials.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries.
- Coordinates calendars and makes meeting arrangements; schedules meetings between Town staff or between Town staff and other groups or organizations; arranges for necessary materials to be available at meetings.
- Coordinates travel arrangements, reservations, and accommodations for department personnel and submits all related paperwork.
- Arranges presentations, conferences, and meetings and assists with coordinating special event programs, including use of equipment and facilities.
- Prepares, processes, and tracks purchase requisitions for services and materials; enters purchase information into computer system; ensures issuance of purchase order; coordinates delivery of services and materials; receives vendor invoice; prepares demand for payment for department head approval.
- Monitors department/division budget relative to assigned areas of responsibility.
- Acts as the Town's representative and liaison on relevant topics, including responding to questions and comments from the public in a courteous and timely manner and collaborating with involved parties to reach resolutions on identified issues.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Provide back up technical support and coverage for Public Services Technician positions as needed.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to all aspects of the public services department, those specifically being the wastewater collect system, street maintenance, landscaping and lighting district maintenance, fleet maintenance and the parks division.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Budgeting and fiscal monitoring of the Town's budget process.
- Business letter writing and the standard format for reports and correspondence.

- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

**Ability to:**

- Perform responsible technical administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Develop, interpret, apply, and explain a wide variety of technical policies and procedures, and communicate difficult procedures and regulations to those encountered in the course of work.
- Research, analyze, and summarize data, and prepare and present accurate and reliable reports containing findings and recommendations.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take notes rapidly and accurately and transcribe own notes.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, supplemented by two (2) years of college-level coursework in business or public administration, or technical, administrative, or secretarial training and three (3) years of varied administrative support experience preferably involving some public contact.

**License:**

- Valid California class C driver's license with satisfactory driving record may be required.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

## **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public, and private representatives in interpreting and enforcing departmental policies and procedures.