City of Council Bluffs

Job Description

Division Secretary

Department: Community Development
Supervisor: Chief Building Official
Location: City Hall
FLSA Status: Non-exempt
Prepared By: Mallory Davis, Recruiter
Prepared Date: June 2019
Union: CWA
Pay Grade: 12

Summary: Performs a wide variety of secretarial, record keeping, and technical tasks related to the division assigned.

Essential Duties and Responsibilities: includes the following.

- Performs secretarial and office management duties:
  - Types a variety of materials including letters, reports, forms, and statistical material using word processing software
  - Acts as receptionist for division
  - Processes requests for duplicating services
  - Maintains an inventory of necessary office supplies
  - Sets up forms, charts, and other graphic materials
  - Handles incoming and outgoing mail and inter-office correspondence
  - Operates office equipment such as personal computer, printer, scanner, copy machine, and fax machine
- Keeps records; organizes and maintains files; and compiles information and statistics:
  - Processes and maintains division records of purchases and prepares bills for payment
  - Prepares responses to inquiries and surveys
  - Maintains division employee records
  - Maintains confidentiality of records
  - Utilizes spreadsheet and database application software
  - Performs data entry tasks
  - Monitors federal grant requirements
  - Maintains account ledgers and records according to their guidelines
  - Researches and computes data
  - Assists in conducting surveys and collecting information to be used in administrative fiscal, budgetary, and procedural analysis
  - Compiles and calculates statistical data in support of division level reporting activities

    - Applies current policies, procedures, and union contract provisions to division operations
    - Researches web based information and public records
    - Prepares division personnel actions
- Establishes effective working relationships with public and staff:
    - Contacts staff and public to obtain information or to discuss matters of mutual interest
    - Provides general information, advice, and technical assistance to general public concerning governmental requirements, procedures, and regulations for obtaining City services or authorizations
    - Screens complaints made by employees and the general public
- Accomplishes projects and other assignments unique to division
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:
This job has no supervisory responsibilities.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
- High School Diploma or General Education Degree (GED)
- Four years' full-time work experience performing responsible clerical duties
- Any equivalent combination of education and experience that provides the required knowledge, skills, and abilities

Certificates, Licenses, Registrations:
- None

Physical Demands:
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The work environment is an office setting that is normally quiet.

Other Skills and Abilities:
- Knowledge of general office procedures
- Knowledge of record keeping and filing procedures
- Ability to use personal computer, spreadsheet, database, and word processing application programs
- Ability to communicate effectively both orally and in writing
- Ability to work accurately with numbers and codes

- Ability to organize files and records
- Ability to compose and edit documents including knowledge of spelling, office vocabulary, and grammar
- Ability to perform general work assignments with minimum supervision
- Ability to understand and apply technical information and procedures used by the division assigned
- Ability to maintain confidential information
- Ability to communicate tactfully and courteously with members of the public and other City employees
- Ability to work efficiently in an atmosphere with frequent interruptions and to remain calm and controlled during stressful situations