



## JOB DESCRIPTION

---

**TITLE:** Administrative Assistant II  
**DEPARTMENT:** Public Works  
**GRADE:** 11  
**FLSA:** Non-exempt  
**EEO DESIGNATION:** Administrative Support  
**REVISION DATE:** 06/17/2021

### **POSITION SUMMARY**

The position is responsible for assisting with a variety of clerical and administrative duties to facilitate the coordination of all matters pertaining to the Public Works Department.

### **ESSENTIAL FUNCTIONS:**

- Assists the Office Manager in all her/his duties.
- Provides administrative support to the Deputy Public Works Director and Public Works Area Manager. Prepares correspondence, memos and related communications.
- Serves as the first point of contact for customers and handles routine inquiries. Promotes a positive attitude among department personnel and other contacts.
- Answers telephone, routes calls, processes messages, schedules appointments, directs citizens to proper divisions, takes citizen requests, gives out general information and sorts and distributes office correspondence.
- Promotes a high level of customer service and good public relations.
- All other duties and responsibilities, as required.

### **MINIMUM QUALIFICATIONS:**

Must be a high school graduate or G.E.D. equivalent with a minimum of 2 years clerical experience. Must be proficient in Word and Excel. Ability to follow city policy, establish priorities, and accomplish duties in a timely manner. Must possess a valid Utah Driver's License.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Must have excellent computer skills and ability to learn new software programs.
2. Telephone procedures and etiquette; correct English usage, spelling and vocabulary.
3. Provide customer service and answer customer or public inquires.
4. Type letters or correspondence and take messages.
5. Obtain information from individuals, residents, etc.



## JOB DESCRIPTION

---

6. Process purchasing and payment requests.
7. Greet customers, guests and visitors in a professional and polite manner. Use time productively, without close supervision.
8. Must be able to project a professional image when serving the public and respond to complaints with a high level of courtesy.
9. Ability to communicate effectively with the public under potentially adverse circumstances and to work well with supervisors, co-workers and employees in other departments.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS:**

Generally comfortable working conditions with intermittent sitting, standing and occasional travel to City locations. Requires telephone conversations, use of electronic mail and working with the public in a variety of conditions. Work is often performed under deadlines and time constraints.

*The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.*

*The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.*