

CITY OF HELENA



Position Title: Admin Asst. III

Department: Public Works

Division: Utilities Maintenance

FLSA: Non-Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

This position performs administrative duties in support of the Utilities Maintenance Division within the Department of Public Works which is responsible for infrastructure for the water, wastewater, and storm water utilities operated by the City of Helena. Under general direction, the position supervises, plans, and performs a variety of financial, accounting, and highly responsible, confidential and complex administrative duties and program and project support for the Division. The position plans, organizes, and oversees and conducts the operations and functions of the office. The incumbent provides ongoing program and project support to the Division and Public Works Department as needed, in support of supervisors, staff other departments, outside agencies, various contractors and the general public.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

General Administrative and Office Support Functions

The position performs routine as well as responsible and challenging administrative work involving the use of independent judgment and personal initiative on variety of varied administrative, fiscal, and coordination duties involved in the processing, assigning and completing administrative operations for the division under direction of the superintendent and in cooperation with the supervisors. The incumbent participates and assists in the administration of the Utility Maintenance Division office; manages and directs activities associated with the office and the coordination of work activities performed in office and out in the field; plans, recommends, assists and implements organizational or procedural changes affecting administrative or field activities as needed for effective program operation and support including recommended improvements in work flow, scheduling, policies and procedures, and use of equipment, forms, computers and software; helps coordinate and schedule day to day operations of the division including a wide variety of activities involving water meters, water taps, and emergency and routine maintenance repairs on the water distribution, sewer collection, and storm water systems and other work in the field based on calls received or planned projects associated with a wide variety of department operations and special projects; orders parts and materials for projects or inventory, receives parts and materials from suppliers, completes division inventory, stores, and distributes supplies, forms, and related items; prepares purchase orders; contacts vendors and suppliers as needed; maintains related records in support of the activities; maintains files and records on matters in progress and upon completion including financial, budget, personnel claims process, budget, coordinates and initiates department contracts, monthly division reports, incident reports operational and administrative records; maintains and updates resource materials; and coordinates activities with other departments, divisions, the public and outside agencies; maintains calendars of department activities, meetings and various events.

Budgeting, Financial and Operational Support Functions

The incumbent participates in and provides informational support on a variety of organizational studies, investigations, and operational studies; collects, analyzes, and compiles material for review and analysis; provides recommendations for changes in programs, policy, or procedures to improve efficiency and cost effectiveness of operations; coordinates consultation, information exchange, and necessary clearances and

or approvals. The position is tasked with organizing the flow of administrative and financial process to ensure division deposits and billing for division services provided for a fee comply with established policy; budgetary communication through the AS-400 to assist Department in an efficient and effective manner; develops drafts and assists in the preparation and monitoring of the division and program budgets including analysis and determination of annual budget needs and determining expenditure and revenue requests for designated accounts; monitors and approves expenditures verifying fund balances and proper accounts of the approved budget; receives and accounts for revenue from fees; reviews the Department's financial condition, resolves problems, and recommends and initiates corrective action to ensure financial integrity; and prepares, reviews, and processes claims and permit applications; validates coding of claims; prepares for appropriate executive signature. The incumbent verifies and records timecards for department staff to ensure coding, shift differential, overtime, call back, and that related items are correct and applied to proper accounts.

The position is administratively responsible for the water maintenance budget, wastewater maintenance budget, and storm water budget, with combined expenditures of between \$2 and \$5 million dollars annually.

Maintenance Management Programs and Systems Support

This position participates in the management of the division work order management and data information systems through AS-400, Cityworks, Arc-GIS and the city network. This includes the relief of executive staff of a variety of administrative details and electronic maintenance work, recording and support; independently responds to routine letters and general correspondence; composes and prepares letters, memoranda, and reports pertaining to standard policies; sends out letters on leaking water services, improper meter installs and related problems, root and grease letters in support of the Division functions; performs special projects in support of assignments from the City Manager, Public Works Director and Superintendent including collecting, compiling and analyzing information from various sources on a variety of specialized topics related to programs, rate studies and in assigned area. The position writes reports which present and interpret data, identifies alternatives, and provides support to make and justify recommendations.

The incumbent is responsible to help coordinate and review the work plan for meter and assigned staff; meets with staff to identify and resolve problems; assigns work activities, water taps and projects; creates on-call list for the division, monitors work flow and dispatch crews for service orders and possible leaks, and emergency situations; reviews and evaluates curb box locates and fire hydrant information to direct crews of location, works with contractors for installation and policy of hydrant meters and water consumption for projects.

The position will work with and maintain asset management program, work history, customer accounts inquiries and review; adds information and creates new work orders in the system; retrieves information for crew off of past work history; retrieves and analyzes customer service information utilizing various databases, including Hansen, Track-it, City-Works, HTE, Arc Map, and software such as Word and Excel.

Customer and General Public Contact and Support

The incumbent will provide information and customer service to a wide public and contractor audience regarding water utility accounts, sewer and water utility charges and fees and new service connections for water and sewer connections including: establishing, tracking and billing of new utility accounts; monitoring and tracking existing accounts for proper charges; trouble shooting utility service problems and questions, assisting and scheduling maintenance work based on customer complaints and inquiries; and arranging for coordination and support during emergency situations such as water main breaks, sewer main back-ups and storm water flooding.

The position serves as a primary resource and information source regarding Department policies,

procedures, objectives, and operational functions; receives and interviews office visitors and telephone callers; answers questions and provides information where judgment, knowledge, and interpretations are utilized, especially in the proper handling and interpretation of technical, financial, and confidential information or files; resolves complaints regarding water issues, files customer complaints; refers caller to appropriate source as necessary, troubleshoots high water bill calls, and other varied concerns and problems.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Office and administrative management principles and practices including budget development, administration, analysis, and control.
- English usage, spelling, vocabulary, grammar, and punctuation and related principles and practices of business letter writing.
- Modern office procedures, methods, and equipment including computer equipment and applicable software programs.
- Principles and procedures of record keeping.
- Principles and practices of data collection and report preparation.
- Techniques used in public relations.
- Word processing and data management methods, techniques, and programs including spreadsheet and data base operations.
- Accounting principles and practices.

Skill or ability to:

- Learn and productively use AS400, HTE, and utility maintenance management such as City works, permit tracking applications such as Track-it and geospatial information systems and programs for data acquisition and management used by the Division.
- Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical and administrative reports including clear and concise summaries and reports.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative while working under limited supervision within a broad framework of standard policies and procedures.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities and to respond to inquiries and requests for information from the public and City personnel regarding policies and procedures.
- Independently prepare correspondence and memoranda and to maintain confidentiality of data and information.
- Plan and organize work to meet schedules and deadlines.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Physical Demands:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, push, pull, and lift 25 to 30 lbs., distinguish color, and wear protective apparel; exposure to cold, heat, noise, outdoors, vibration, chemicals, explosive materials, mechanical hazards, electrical hazards, and traffic hazards; and ability to travel to different sites and locations. Work performed in general office setting with occasional field

work. Ability to respond to occasional after hours work or emergency situations is required.

Minimum Qualifications (Education, Experience and Training):

This position prefers an associate's degree in office management or a business related degree AND requires at least five years of increasingly responsible administrative assistant, office management, accounting, or related experience. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to maintain same. If possession is not held must obtain a valid MT driver's license within six months of hire.

Supervision Received: Supervised by the Utilities Maintenance Superintendent; receives occasional program direction from the Public Works Director and division supervisors.

Supervision Exercised: Indirectly supervises staff in support of division functions; may supervise staff or lower level positions when assigned.

<p>The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
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