

CITY OF HELENA



Position Title: Administrative Assistant III

Department: Civic Center

FLSA: Non-exempt

Job Purpose:

The purpose of this position, under general direction, is to supervise, plan, and perform a variety of highly responsible, confidential, and complex administrative, and financial duties in support of the Civic Center Department and the Community Facilities Department. The position will plan, organize, and oversee the operations and functions of the office; and provide information, direction and assistance to staff, other departments, outside agencies, 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.*

Administrative

This position will respond to specific and technical requests for information and assistance from the public, City staff, and representatives of other organizations; interpret regulations, procedures, policies, systems, rules, and precedents in response to inquiries and complaints; research and gather information to provide accurate answers and information; resolve concerns and complaints in a pleasant and personable manner; refer more technical questions or issues to supervisor; ensure follow up to unanswered inquiries.

The incumbent will receive, compile, and organize information for the preparation of correspondence, documents, and reports as assigned; prepare a variety of correspondence, documents, and reports; compose confidential correspondence, documents, and reports; maintain confidentiality of information. The position will perform a wide variety of specialized technical and advance level clerical work including maintaining accurate and detailed records and spreadsheets, verifying accuracy of information, researching discrepancies, and recording information. The position will verify and review forms and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, records, and files.

The incumbent will attend to and process administrative details not requiring the immediate attention of assigned staff members; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies.

The administrative assistant will maintain accurate and detailed calendars of events, due dates, and schedules as they relate to assigned areas. The position will perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative; perform varied and responsible secretarial duties to assist in the processing and completion of administrative operations for assigned staff; prepare and maintain procedural manuals as assigned.

The incumbent will prepare and review the work schedule for assigned staff; track staff assignments; Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, microfilm machines, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

The position will collect, compile, and analyze information and data from various sources on a variety of specialized topics related to the assigned program; check and tabulate statistical data; write reports which present and interpret data, identify alternatives, and make and justify recommendations; prepare and assemble reports, manuals, articles, announcements, and other informational materials.

The incumbent will provide clerical support for the Civic Center and Community Facilities Departments for contract management, document communications between architects, engineers, contractors and the department, tracking and preparing documentation for financial transactions, correspondence, data management, file management and development of the facility asset management system.

The position will process and monitor status of contracts; collect and account for fees and charges. The administrative assistant will establish and maintain complete records, spreadsheets and files including financial, budget, personnel, operational, and administrative records. The incumbent will coordinate, supervise, and monitor special projects, assignments, and activities as assigned; maintain control files on matters in progress and expedite their completion.

The position will participate and assist in the administration of the assigned office; recommend organizational or procedural changes affecting support activities; recommend improvements in work flow, procedures, and use of equipment and forms. The position is responsible to order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders.

Financial Services

This position is responsible for financial activities that support the Civic Center and the Community Facilities Department. The position will assist in the preparation and monitoring of both departments' budgets including analysis and determination of annual budget needs and determining expenditure and revenue requests for designated accounts; monitor and approve expenditures verifying fund balances and proper accounts of the approved budget; receive and account for revenue from fees; resolve problems, and recommend and initiate corrective action to ensure financial integrity.

This position is responsible to prepare, review, and process invoices, deposits, claims and reimbursements; validate coding of claims and prepare for appropriate signature. This position also processes and balances the departments' timesheets for submission to payroll.

The position will assist in the preparation and monitoring of Civic Center and Community Facilities Department's budgets including securing purchase orders, processing invoices, monitoring account balances, and performing account transfers.

The incumbent is responsible to maintain monthly accounts receivable spreadsheets and balance to City Treasurer. Analyze situations and make appropriate decisions without immediate supervision, refer complex issues or decisions to supervisor.

Civic Center Operations

The position will manage the Civic Center ticketing and box office. The position is responsible to maintain a detailed calendar of Civic Center Department activities and for assigned staff; arrange interviews, appointments, schedules, conferences, travel arrangements, and itineraries. The incumbent will take and transcribe minutes at regular Civic Center Board meetings and special meetings and designated committees; prepare meeting packets for distribution; represent the assigned department in meetings and groups as assigned.

The position will create, develop and post appropriate signs for electronic marquee. The employee will develop and maintain active content and links for Civic Center website. The incumbent will also assist in the implementation and execution of various social media and digital marketing campaigns. The incumbent will assist with Event Booking and Promotion including prospecting and qualifying leads.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Modern office practices, methods and equipment.
- Principles and procedures of accurate and complete record keeping.
- Intermediate word processing methods, techniques and programs, including spreadsheet and database operations.
- Principles of budget preparation and control.
- Principles and practices used in dealing with the public.

Skill or ability to:

- Interpret policies, and procedures; make decision involving independent judgment and requiring specialized knowledge of technical practices and precedents; analyze situations and make appropriate decisions without immediate supervision.
- Type and enter data at a speed necessary for successful job performance.
- Organize and manage office processes and procedures.
- Respond to inquiries and requests for information regarding policies and procedures.
- Research, collect, compile, and analyze information and data.
- Plan and organize work to meet schedules and deadlines.
- Communicate clearly and concisely, both orally and in writing with correct usage of grammar, punctuation, vocabulary and spelling.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Take and transcribe meeting minutes at a speed necessary for successful job performance.

Physical Demands:

The position completes work that involves work of a general office nature usually performed sitting or standing, such as answering phone, filing, copying and operating a computer. The position requires movement between departments to facilitate workflow. The position requires the ability to lift documents and materials weighing up to 30 pounds.

Minimum Qualifications (Education, Experience and Training):

This position prefers an associate's degree in office management or a business related degree and three years increasingly responsible administrative assistant, office management, accounting or related experience. Education consisting of completion of the twelfth grade (or equivalent) supplemented by the above experience along with five years increasingly responsible administrative assistant, office management, accounting or related experience may also be considered. The position desires specialized training and course work in management or business administration, office practices, or a related field. Other relevant combinations of education and work experience may be evaluated on an individual basis.

Supervision Received:

Supervised directly by Civic Center General Manager with general direction given by Community Facilities Superintendent

Supervision Exercised:

May exercise technical and functional supervision over volunteers and clerical staff

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

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.