



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Office Services Assistant	DEPARTMENT: Public Works
IMMEDIATE SUPERVISOR: Office Manager	GRADE/RANK: Grade 6
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Performs clerical and responsible financial work in support of Public Works operations.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Prepares purchase orders and requisitions for all divisions ensuring accuracy of coding and compliance with all policies and procedures;
- Works with Street and Traffic Superintendents to verify purchases orders and proper job order codes;
- Enters data for street maintenance reports in a timely manner and conducts audits;
- Ensures street maintenance work orders are properly coded;
- Ensures that coding on work orders, and related purchase orders, requisitions and invoices match
- Ensures materials, supplies and equipment purchase orders and requisitions are posted to street maintenance work orders;
- Deals with the public, assisting and responding to various inquiries related to public works operations and services;

- Directs customers to the correct division or superintendent as appropriate;
- Audits invoices for accuracy, verifies prices and quantities, assigns proper budget codes;
- Works with Finance staff to resolve ordering and billing issues and problems;
- Works with all Superintendents and supervisors concerning ordering and inventory control;
- Assists the Office Manager on projects or tasks as needed and directed;
- Serves as back-up Utilities Service Clerk in his/her absence;
- Responsible for customer service, logging/monitoring citizen work requests, and coordinating response for corrective action and/or resolution
- Performs data entry, typing, collection of fees, writing receipts, word processing, proofreading, records retention in support of office functions and;
- Performs other related duties as assigned by supervisor or Director.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of standard office practices, procedures, and equipment;
- Computer skills including word processing, excel and data base management;
- Thorough knowledge of business English, spelling and arithmetic;
- Knowledge of billing, collecting and adjustments;
- Ability to understand and follow oral and written instructions;
- Ability to establish and follow detailed work procedures;
- Ability to establish and maintain effective working relationships with associates, subordinates and the public and;
- Ability to handle multiple tasks simultaneously with good organizational skills.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school, supplemented by courses in computers and/or data processing, bookkeeping and some experience in general office work.

SPECIAL REQUIREMENTS:

Responsible for a variety of tasks within the City's largest operational department consisting of four divisions. Performs clerical tasks associated with purchasing and accounting. Assists in administrative tasks under the supervision of the Office Manager.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of negligible amount of force constantly to move objects, up to 10 pounds of force frequently and some light work requiring the exertion of up to

20 pounds of force occasionally. Work requires stooping, reaching, fingering, grasping and repetitive motions; typing/word processing requires the ability to perform repetitive tasks involving fine motor skills. Vocal communication is required for expressing or exchanging information and instructions by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the work is not subject to adverse environmental conditions.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

None

EXAMPLES OF EXPECTED DECISION MAKING:

Determines if field supervisors are within department and city regulations on purchases, personnel and budget expenditures. Determines if time is coded according to regulations and makes changes for compliance and audit.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Office Services Assistant will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Director of Public Works and Chief Human Resources Officer

Revised Date: 2019