

**CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
MARCH 20, 2012 AGENDA**

Subject:	Type:	Submitted By:
POSITION DESCRIPTIONS UPDATED	RESOLUTION ORDINANCE ♦ RECEIVE/FILE	RITA M. RAMIREZ ASSISTANT CITY ADMINISTRATOR

SYNOPSIS

The position descriptions for the Secretary/Receptionist, Secretary II, Executive Assistant and Accounting Clerk have been updated and are attached for your review.

FISCAL IMPACT

N/A – No change in salary range

RECOMMENDATION

Approval.

BACKGROUND

The position descriptions referenced above have been updated to clarify that these positions are expected to provide customer service functions such as answering phones and waiting on the counter. The Office Manager was also added as a co-supervisor for each of these positions to reinforce that she is in charge of the operation of the front office. Additionally, language was added relative to the importance of developing positive working relationships with peers and supervisors and being a contributing member of the team.

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Accounting Clerk
POSITION REPORTS TO: -Office Manager/Finance Director
POSITION SUPERVISES:

DESCRIPTION:

Under the direction of the -Finance Director, performs a wide variety of accounting functions. Under the direction of the Office Manager, performs general front office duties and provides back-up support.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Prepares and processes accounts payable information and issues checks.
2. Maintains vendor files and information.
3. Processes purchase orders.
4. Updates payroll maintenance bi-weekly.
5. Prepares and processes biweekly payroll information, including direct deposit transmission and issuing checks.
6. Processes the bi-weekly pension.
7. Performs data entry, including journal entry input.
8. Reviews daily bank deposits and balances to daily cash receipt reports.
9. Assists with account reconciliations.
10. Prepares annual W2's and 1099 miscellaneous forms.
11. Assists departments with financial software package.
12. Maintains fixed asset records.
13. Ensures the accuracy of accounting and maintains financial data computer input.
14. Assists in annual audit.
15. Prepares and processes all tax statements.
16. A working knowledge of the general ledger system in order to assist in the absence of Finance Director.
17. Answers telephone and directs calls to appropriate parties or takes messages.
18. Greets visitors, determines nature and purpose of visit in order to direct them appropriately.
19. Receives and responds to citizen inquiries via telephone or in person.
20. Provides backup assistance at the front counter and on the telephone.
21. Addresses inquiries from vendors and staff relating to payments of claims.
22. Addresses inquiries from City employees regarding direct deposit and paycheck issues.
23. Conducts or assists with special projects as required.
24. Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear.

Note: Physical examination and drug screening tests will follow all conditional offers of employment.

- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an approved high school or GED equivalency,
2. Two years of accounting/bookkeeping experience,

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of Generally Accepted Accounting Principles.
2. Knowledge of the municipal budgeting process.
3. Knowledge of standard office policies and procedures.
4. Knowledge of auditing and reconciliation processes.
5. Basic mathematical and money changing skills.
6. Basic knowledge of word-processing, spreadsheets and databases, preferably MS Office, Word, Excel and Access.
7. Ability to read and write proficiently.
8. Ability to effectively communicate and provide information to supervisors, peers and subordinates in person, by telephone, in writing and via email.
9. Ability to be pleasant with supervisors, peers and subordinates and display a good-natured, cooperative attitude.
- 8-10. Ability to work effectively as part of a team, making positive contributions to the group and supporting other members.
- 9-11. Ability to work independently without direct supervision.
- 10-12. ~~Good telephone and customer service skills.~~
13. Ability to operate office equipment such as personal computer, postage meter, photocopier and fax machine.
- 11-14. Ability to develop constructive and cooperative working relationships with supervisors, peers and subordinates and maintain them over time.
- 12-15. Ability to establish and maintain effective working relations with elected and appointedCity officials and the public. ~~fellow employees, patrons and the general public.~~
- 13-16. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

(Signature)

(Date)

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Executive Assistant
POSITION REPORTS TO: -Office Manager/Assistant City Administrator
POSITION SUPERVISES:

DESCRIPTION:

Under the direction of the Assistant City Administrator, this individual serves as Executive Assistant to the Mayor, City Administrator, Assistant City Administrator and Finance Director, performing a variety of administrative and clerical duties. Under the direction of the Office Manager, performs general front office duties and provides back-up support.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Provides clerical support to the Mayor, including preparing correspondence, maintaining calendar and coordinating with City Administration.
2. Coordinates City social functions, including employee recognition activities, receptions and other occasions as necessary.
3. Handles all aspects of scheduling and coordinating meetings for City Hall Administrative staff.
4. Makes travel arrangements for elected officials and City Hall Administrative staff.
5. Assists in coordinating quarterly City newsletter.
6. Processes purchase orders for City Hall Administrative staff.
7. Answers telephone and directs calls to appropriate parties or takes messages.
- 6-8. Greets visitors, determines nature and purpose of visit in order to direct them appropriately.
- 7-9. Receives and responds to citizen inquiries via telephone or in person.
- 8-10. Prepares reports and correspondence.
- 9-11. Conducts or assists with special projects as required.
- 10-12. Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to hear and understand voices at normal conversational levels.

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an accredited high school or GED.
2. Associate or Bachelor's degree in any area is preferred. Job related work experience may be substituted for education.
3. Minimum of two years of increasingly responsible office and computer experience is required. Executive or Administrative Assistant experience preferred.

Note: Physical examination and drug screening tests will follow all conditional offers of employment.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of modern office procedures, methods and equipment, including personal computer.
2. Computer skills, including basic word-processing, spreadsheet and database skills and ability to use MS Office products.
3. Good organizational skills and the ability to prioritize and handle multiple tasks.
4. Conflict resolution skills.
5. Good public relations and customer service skills.
6. Basic business letter writing, report preparation and record keeping skills.
7. Basic English usage, spelling, grammar and punctuation skills.
8. Basic alphabetization and filing skills.
9. Basic mathematical skills.
10. Ability to maintain confidentiality.
11. Ability to type 65 words per minute.
12. Ability to effectively communicate and provide information to supervisors, peers and subordinates in person, by telephone, in writing and via email.
13. Ability to be pleasant with supervisors, peers and subordinates and display a good-natured, cooperative attitude.
14. Ability to work effectively as part of a team, making positive contributions to the group and supporting other members.
15. Ability to apply common sense understanding in carrying out written and oral instructions.
16. Ability to communicate effectively, both orally and in writing.
17. Ability to work independently, prioritize work, meet deadlines, and make decisions on the basis of established policies and procedures.
18. Ability to operate office equipment such as personal computer, postage meter, photocopier and fax machine.
19. Good telephone and customer service skills.
20. Ability to work a varying schedule, including evenings and weekends.
21. Ability to develop constructive and cooperative working relationships with supervisors, peers and subordinates and maintain them over time.
22. Ability to establish and maintain effective working relations with elected and appointedCity officials and the public. ~~fellow employees, patrons and the public.~~
23. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

Signature

Date

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Secretary/Receptionist
POSITION REPORTS TO: Office Manager/City Clerk
POSITION SUPERVISES:

DESCRIPTION:

Under the direction of the Office Manager, serves as lead receptionist and performs a wide variety of clerical functions.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Answers ~~telephone~~ and directs ~~telephone~~ calls to appropriate parties or takes messages.
- ~~4.2.~~ Greets visitors, determines nature and purpose of visit in order to direct them appropriately.
- ~~2.3.~~ Receives and responds to citizen inquiries via telephone or in person.
- ~~3.4.~~ Responsible for computerized receipts of all money for permits, parking violations, etc.
- ~~4.5.~~ Opens and processes incoming mail and oversees out-going mail as relates to postage meter operation.
- ~~5.6.~~ Assists with the issuance of various city permits.
- ~~6.7.~~ Performs data entry as assigned. Orders and manages office supplies and makes necessary arrangements for office equipment repair.
- ~~7.8.~~ Provides clerical support for City Administration staff.
- ~~8.9.~~ Receives, processes and reports on handicap parking applications.
- ~~9.10.~~ Prepares monthly reports including: apartment sewer billings, M.U.D. exempt sewer accounts report, yellow tag violation report.
- ~~10.11.~~ In the absence of Secretary II, performs duties including: issuing permits and licenses, processing billings and general clerical support of the Community Development Department.
- ~~11.12.~~ Performs general filing assignments, including time cards, pink slips, and accounts payable copies.
- ~~12.13.~~ Stuffs payroll checks for distribution and accounts payable checks for mailing.
- ~~13.14.~~ Performs clerical staff backup as required.
- ~~14.15.~~ Conducts or assists with special projects as required.
- ~~15.16.~~ Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear. Hearing abilities correctable to levels adequate to perform the essential functions.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Note: Physical examination and drug screening tests will follow all conditional offers of employment

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an accredited high school or GED.
2. Secretarial/receptionist (including cash handling) experience.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of modern office procedures, methods and equipment including personal computer.
2. Computer skills, including basic word-processing, spreadsheet and database skills and ability to use MS Office products.
3. Good public relations, customer service skills and telephone etiquette.
4. Basic alphabetization and filing skills.
5. Basic English usage, spelling, grammar and punctuation skills.
6. Basic money changing skills.
7. Ability to type 45 words per minute.
8. Basic mathematical skills.
9. Ability to effectively communicate and provide information to supervisors, peers and subordinates in person, by telephone, in writing and via email.
10. Ability to be pleasant with supervisors, peers and subordinates and display a good-natured, cooperative attitude.
- ~~8-11.~~ Ability to work effectively as part of a team, making positive contributions to the group and supporting other members.
- ~~9-12.~~ Good telephone and customer service skills.
- ~~10-13.~~ Ability to maintain confidentiality.
- ~~11-14.~~ Ability to apply common sense understanding in carrying out written and oral instructions.
- ~~12-15.~~ Ability to follow instruction.
- ~~13-16.~~ Ability to read and write proficiently.
- ~~14-17.~~ Ability to work independently without direct supervision.
18. Ability to operate office equipment such as personal computer, postage meter, telephones, photocopier and fax machine.
- ~~15-19.~~ Ability to develop constructive and cooperative working relationships with supervisors, peers and subordinates and maintain them over time.
- ~~16-20.~~ Ability to establish and maintain effective working relations with elected and appointed City officials and the public, fellow employees and patrons.
- ~~17-21.~~ Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

(Signature)

(Date)

POSITION DESCRIPTION CITY OF LA VISTA

POSITION TITLE: Secretary II
POSITION REPORTS TO: GOOffice Manager/Community Development Director
POSITION SUPERVISES:

DESCRIPTION:

Under the direction of the Community Development Director, provides secretarial support for the Community Development Department. Under the direction of the Office Manager, performs general front office duties and provides back-up support to City Hall receptionist.

ESSENTIAL FUNCTIONS: (with or without reasonable accommodation)

1. Provides general clerical support for Community Development Department.
2. Processes building, remodeling, electrical, plumbing and mechanical permits.
3. Processes billings for occupation, plumbing and mechanical licenses.
4. Maintains computer and paper files for recording effective dates of insurance and bond certificates for master plumbers and mechanical contractors.
5. Issues occupational, master plumber and mechanical licenses and maintains current lists of same.
6. Accepts applications for rezoning and replatting and prepares case files for the Planner.
7. Publishes notices for Planning Commission and assists with packet preparation.
8. Records and transcribes meeting minutes for the Planning Commission and Board of Adjustment.
9. Prepares monthly building reports.
10. Answers telephone and directs calls to appropriate parties or takes messages.
11. Greets visitors, determines nature and purpose of visit in order to direct them appropriately.
- 9-12. Receives and responds to citizen inquiries via telephone or in person.
- 40-13. Responsible for service request follow up and tracking.
- 44-14. Provides back-up support to City Hall receptionist. ~~This includes answering, placing and directing telephone calls and answering citizen inquiries.~~
- 42-15. In the absence of City Hall Receptionist performs such duties as: opening and processing mail, processing handicapped parking applications and receipting money for billings, parking violations and permits.
- 43-16. Conducts or assists with special projects as required.
- 44-17. Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop,

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- kneel, crouch, or crawl; talk and hear. Hearing abilities must be correctable to levels adequate to perform essential functions.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

EDUCATION, TRAINING, LICENSE, CERTIFICATION AND EXPERIENCE

1. Graduation from an accredited high school or GED.
2. Minimum two (2) years secretarial/receptionist experience.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of standard office policies and procedures.
2. Basic knowledge of word-processing, spreadsheets and databases, preferably MS Office, Word, Excel and Access.
3. Basic alphabetization and filing skills.
4. Basic money changing skills.
5. Ability to type 60 words per minute.
6. Basic mathematical skills.
7. Ability to effectively communicate and provide information to supervisors, peers and subordinates in person, by telephone, in writing and via email.
8. Ability to be pleasant with supervisors, peers and subordinates and display a good-natured, cooperative attitude.
- 6-9. Ability to work effectively as part of a team, making positive contributions to the group and supporting other members.
- 7-10. Good telephone and customer service skills.
- 8-11. Ability to follow instructions.
- 9-12. Ability to read and write proficiently.
- 10-13. Ability to work independently without direct supervision.
- 11-14. Ability to operate office equipment such as personal computer, postage meter, telephone, photocopier and fax machine.
15. Ability to work a varying schedule, including evenings.
- 12-16. Ability to develop constructive and cooperative working relationships with supervisors, peers and subordinates and maintain them over time.
- 13-17. Ability to establish and maintain effective working relations with elected and appointed City officials and the public, fellow employees and patrons.
- 14-18. Ability to maintain regular and dependable attendance on the job.

I have read and understand the requirements of this position description.

(Signature)

(Date)