

Open to the Public
As of November 13, 2017

Staff Assistant 2; Confidential – Public Works

Primary Function

Responsible for the performance of difficult, confidential and varied clerical work including maintaining clerical records, handling confidential personnel matters, and office management duties.

Training and Experience

- Graduation from High School or completion of a GED is required.
- College, technical school coursework or associate degree preferred.
- At least four (4) years of progressively responsible experience in a business office or comparable environment.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.

Comments

- Lifts up to 10 lbs.
- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

Salary: \$39,337.77 - \$51,139.10, dependent upon qualifications

Full-Time; Excellent City benefit package

Applications will be accepted until Tuesday, December 12, 2017, at 5 PM.

The City Job Application and full job description are available at www.cityoflanasterpa.com/city-job-listings

The City of Lancaster is an Equal Opportunity Employer

City of Lancaster Job Description



Job Title:	Staff Assistant 2, Confidential	Job Code:	2461
Department:	Public Works	FLSA:	Non-Exempt
Job Grade:	1008 – Non-Bargaining	Effective Date:	12/1971
Reports To:	Department Director	Revision Dates:	10/1992; 4/1995; 6/2010; 5/2014; 8/2017; 10/2017

Primary Function

Responsible for the performance of difficult, confidential and varied clerical work including maintaining clerical records, handling confidential personnel matters, and office management duties.

Principle Duties & Responsibilities

- Follows safe practices in the performance of duties.
- Uses word processing and Excel or other programs to prepare correspondence, reports and other materials; independently composes and may sign the Director's name to routine correspondence as directed by the Director.
- Maintains complex clerical and accounting records not requiring previous technical training; prepares a variety of technical reports or legal papers and documents requiring considerable accuracy.
- Tracks and issues security access cards for City Hall and other buildings as assigned.
- Maintains telephone system records and works with Facilities and IT to place phone work orders and program phones and voicemail.
- Creates and maintains departmental files and filing systems, both in paper and electronically; files and retrieves records and files as needed.
- Prepares special reports and summaries using various computer programs, as assigned.
- Takes and transcribes minutes of official meetings; keeps those records properly filed, indexed, and up to date.
- Maintains and reconciles budget information; prepares and tracks vouchers and related accounting and budget documents; processes purchase orders and invoices for payment using accounting software such as Tyler/Munis; contacts vendors regarding purchase orders and invoices.
- Independently meets the public and provides information requiring knowledge of departmental policies and procedures; serves as representative of the Director in context with other employees and the public.
- Screens telephone calls, takes messages, and makes appointments.
- Provides office support to staff and/or in special projects, as assigned.
- Processes departmental timecards and enters time for department staff as assigned; maintains records of employee attendance.
- Supervises clerks, typists, and other clerical personnel.
- Handles personnel paperwork sometimes of a confidential nature.

Position Qualifications

Knowledge, Skills and Abilities

- Knowledge of safe practices in an office setting.
- Proven proficiency in knowledge, understanding and application of the Microsoft (or similar) suite of tools (Word, Powerpoint, Excel, and Outlook) is required. **Testing of Microsoft Office software knowledge is required.**
- Ability to communicate, verbally and written, in a clear, concise and meaningful manner.
- Ability to understand the Department of Public Works Policies and Procedures, including those that are technical in nature, and to communicate this information to customers in a helpful manner.
- Ability to be courteous yet firm when dealing with customers.
- Ability to withstand unpleasant situations, including verbal confrontations, from customers without losing composure.
- Must be sufficiently committed to the City's Department of Public Works to carry out and communicate policies of the City regardless of personal opinions.
- Knowledge of operating standard office equipment such as personal computers, fax machine and copier.
- Proven ability to:
 - Commit to excellence in service and to continuous improvement
 - Work as part of a team and to collaborate successfully with others

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- Adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Exhibit customer-centered behaviors and to focus on customer needs
- Operate a multiple telephone console
- Ability to file, numerically/alphabetically
- Work independently with little direction and supervision
- Work well under pressure and to maintain positive interactions
- Maintain records, to organize data and to prepare reports
- Multi-task
- Maintain strict confidentiality of all issues and information
- Use tact and discretion when dealing with highly sensitive information
- Read, write, speak and comprehend English is required; proficiency in Spanish is strongly preferred

Education, Training and Experience

- Graduation from High School or completion of a GED is required.
- College, technical school coursework or associate degree preferred.
- At least four (4) years of progressively responsible experience in a business office or comparable environment.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.

Environmental Conditions

- Indoors, Environmentally Controlled.

Safety Equipment Used or Needed

- None

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