

**CITY OF OVERLAND
PARK POSITION
DESCRIPTION**

TITLE:	Administrative Clerk	BAND/LEVEL:	NE/00
DEPARTMENT:	Public Works	JOB NO:	9510
DIVISION:	Engineering Division	DATE:	07/26/2016
REPORTS TO:	Right-of-Way Coordinator	FLSA STATUS:	NE
FULL-TIME:	PART-TIME:	TEMPORARY:	COST CENTER: 310

REPLACES: New position

DATE:

JOB SUMMARY STATEMENT:

Performs a variety of administrative support duties. Compiles data and prepares spreadsheet reports and work progress maps. Maintains manual and computerized files, records and logs. Answers questions and provides information. Answers phones, takes messages and other duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Maintains and updates spreadsheet reports and work progress maps.
2. Inputs data daily into Tidemark database.
3. Coordinates, files, and audits all open or pending right-of-way permits.
4. Assists with document scanning.
5. Tracks customer service correspondence to ensure follow-up, completion, and closure of outstanding complaints.
6. Answers multi-line phone and greets visitors. Responds to questions and requests for information or directs individuals to appropriate office, department, or personnel.
7. Performs other Engineering Division administrative duties as assigned.
8. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
9. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education (three years general high school) with courses in typing, business mathematics, office machines and office practices or equivalent combination of education and work experience.

EXPERIENCE:

Two to three years administrative and clerical experience including use of a PC

SKILLS:

1. Proficient typing and data entry skills
2. Oral and written communications
3. Good listening skills
4. Basic math and accounting
5. Good customer/public relations
6. Organizational skills
7. Analytical skills
8. Attention to detail
9. Working knowledge of word processing, email and calendaring computer software applications.

MENTAL REQUIREMENTS:

1. Ability to work independently
2. Ability to learn and understand PC software applications
3. Ability to work in a hectic environment with many interruptions
4. Alpha and numeric recognition for file maintenance and updates
5. Ability to carry out assignments via oral and written instructions
6. Ability to compute basic math computations
7. Ability to work on several projects at once

PHYSICAL REQUIREMENTS:

1. Ability to operate basic office machines such as copy machine, adding machine, personal computer, calculator, and other office equipment
2. Ability to make and receive phone calls
3. Visual stamina and acuity adequate to review alpha/numeric data and to spend extended periods looking at computer screen
4. Ability to greet and assist general public
5. Ability to organize files and retrieve data effectively

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.