

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Administrative Assistant	Department:	Solid Waste
Requisition Number:	2024207		
Hours:	8:00 a.m. – 5:00 p.m., may vary	Rate of Pay:	\$25.2932 per hour
Date Posted Up:	6/26/2024	Date Posted Down:	Until Filled
Time Up:	4:00 pm	Time Down:	

SUMMARY

Working under the direction of the Solid Waste Manager, the incumbent answers telephone calls, greets the public, provides information regarding the department's garbage & recycling programs, assists customers with questions regarding their accounts, performs administrative duties maintaining databases and developing spreadsheets for accurate record keeping. Incumbent assists with special projects as assigned. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

DEPARTMENT SUPPORT

- Assists in routing bulk collection drivers as needed;
- Assists in coordinating special projects such as Fort Wayne Great American Cleanup, curbside recycling, Household Hazardous Waste Events etc.;
- Maintains departmental filing system involving both computer and paper files;
- Orders and maintains departmental office supplies;
- Processes incoming and outgoing mail;
- Applies departmental rules and regulations to the assigned tasks;

DOCUMENT PROCESSING & ANALYSIS

- Prepares and maintains a variety of computerized database systems (Oracle, MUNIS, CIS) and spreadsheets retaining efficient records and entering data as required;
- Processes & closes work orders daily through the Oracle 311 System;
- Monitors garbage and curbside recycling invoices making comparisons and mathematical calculations to determine billing charges/credits;
- Prepares and processes Solid Waste purchase requisitions and pay vouchers on a weekly basis via the MUNIS System;
- Oversees the Handicap/Assistance program, Appeals program, and Seasonal program keeping accurate data;
- Oversees the garbage user fee (GUF) appeals process and works with City Utilities' billing system (Oracle) to monitor proper billing of GUF;

INFORMATION & COMMUNICATION

- Provides effective customer service to the public both in person and on the telephone with excellent communication and listening skills;

- Displays patience and understanding with the public; operating under stressful situations and dealing tactfully in a professional manner;
- Educates the public on general recycling, composting and garbage issues by answering questions and mailing pamphlet information;
- Trouble shoots and resolves customer complaints, service issues and account inquiries providing follow-up in a timely manner if not immediately;
- Deals courteously with the City's solid waste contractor(s), 311 Call Center staff, and department managers to resolve issues;
- Types correspondence, warning letters, bulk mailers, reports and records.

MARGINAL FUNCTIONS

- Performs scheduling duties as needed;
- Performs other related duties as required.

PERFORMANCE EXPECTATIONS

The incumbent is responsible for managing their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High School diploma and the ability to read, spell, write and comprehend at a level equal to Freshman College, supplemented by courses in typing, office procedures and 3-5 years' experience in clerical, customer service or billing work;
- Experience with database management, i.e. CIS, Oracle and MUNIS, Microsoft Word and spreadsheets (EXCEL).

OTHER KNOWLEDGE, SKILLS and/or ABILITIES

- Knowledge of office equipment, i.e., fax machine, copier, computer, and printer;
- Types proficiently without errors;
- Experience communicating well with proficient telephone skills;
- Organizational skills and the ability to prioritize work;
- After probationary/training period, has desire and ability to work in unsupervised arena;
- Map-reading skills are essential.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana Driver's License if City Vehicle is used.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust and focus. Tasks will involve extended periods of time at a keyboard or workstation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Performance of essential functions will require exposure to adverse environmental conditions at times, such as rude/irate customers. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.