

CITY OF FORT WAYNE JOB POSTING

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

Job Vacancy:	Administrative Assistant	Department:	Community Development
Requisition Number:	2023152		
Hours:	8:00 a.m. – 5:00 p.m., may vary	Rate of Pay:	\$44,857.08 - \$54,825.33 Annually
Date Posted Up:	3/10/2023	Date Posted Down:	3/16/2023
Time Up:	9:00 a.m.	Time Down:	5:00 p.m.

SUMMARY

Working under the direction of the Director of Community Development, the incumbent serves as the front office reception for the Division of Community Development along with performing various administrative duties to assist internal and external customers in a courteous, accurate and responsive manner. This position calls for flexibility, excellent interpersonal skills and the ability to work well with all levels of internal management and staff, as well as outside clients and vendors. The incumbent provides support to the Division’s departments and staff, as needed. This position requires the incumbent to coordinate office services and administrative activities for the Division. 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.

Operations

- Oversees the Division’s front office by receiving and directing incoming calls, walk-ins and scheduled meeting attendees;
- Assists with planning, organizing and scheduling meetings, workshops, conferences and events for all departments within the Division;
- Assists with grant and program administration, processes applications and other related functions;
- Uses various software applications, such as Excel and Word, to assemble, manipulate and/or format data and/or reports;
- Creates project update reports and prepares/prints surveys or other updates for Community Development staff;
- Processes incoming and outgoing mail;
- Assists with preparation and processing of claims.

Information/Communication

- Assists internal and external customers via phone, walk-in, mail, etc.;
- Follows up on requests/concerns as directed by Community Development staff;
- Provides meeting support, such as: the creation of agendas, daily logs, meeting materials, sign in sheets, minutes, and related information;
- Uses email and/or phone call reminders to exchange information with Community Development staff;
- Assists with disseminating information to and from Division public information staff;
- Coordinates receiving and sharing data and other information with 311.
- Provides assistance to customers by making referrals to the proper Community Development staff.

Document Management, Processing & Analysis

- Assists with and may coordinate collection and preparation of operations reports, grant reports;
- Locates and compiles information and formats reports, graphs, tables, records and other sources of information. Assembles and categorizes facts and figures for written computation and calculations;
- Maintains and updates various files, mailing lists, electronic distribution lists, etc.

MARGINAL FUNCTIONS

Performs other duties as assigned.

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

- Associates Degree (AA) or equivalent from a college, technical/trade school, or equivalent combination of education and/or experience in a call center. One to two-year experience working with the public;
- Considerable experience in customer service, research, analysis and reporting of best business practices and project management.
- Must be proficient using Microsoft Office Systems and other customary information technology systems utilized by the City and the Division

LANGUAGE SKILLS

The incumbent exchanges non-routine information using tact and persuasion as appropriate requiring good oral and written communication skills.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

On a regular and continuous basis, exercises administrative judgment and assumes responsibility for decisions, consequences, and results having an impact on people, costs, and/or quality of service within the functional area. Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

SCOPE OF RESPONSIBILITY

The incumbent knows the formal and informal Division and departmental goals, standards, policies and procedures which may include some familiarity of other departments within the division. The employee is sensitive to the interrelationship of both people and functions within the department.

DECISION MAKING

On a regular and continuous basis, exercises administrative judgment and assumes responsibility for decisions, consequences, and results having an impact on people, costs, and/or quality of service within the functional area.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid IN 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.

The incumbent sits in a normal seated position for extended periods of time; reaches by extending hand(s) or arm(s) in any direction; Finger dexterity required to manipulate objects with fingers rather than with whole hand(s) or arm(s), for example using a keyboard. The incumbent must have the ability to see within normal parameters, hear within normal range and the ability to move about as necessary.

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.

Works in an office environment, sitting or standing at will. 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.