

CITY OF DIXON POSITION DESCRIPTION

POSITION/TITLE: Administrative Support Specialist

UNION: N/A
FLSA CLASS: Non-Exempt

DEPARTMENT: Administration
PAY GRADE: 3
REVISED DATE: March 2021

JOB SUMMARY:

This full-time Administrative Support Specialist position performs a variety of general office functions. This position reports to the Office Manager.

SUPERVISION:

This position has no supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent in this job. Incumbents are required to perform other related essential and additional functions as assigned. Job functions are not necessarily listed in priority order.

- Answer incoming phone calls and forward to appropriate departments. Perform excellent customer service by greeting and directing visitors to meeting areas.
- Use software to process cash and other forms or payments, balance cash drawer and create cash balancing reports.
- Building and Zoning Department support.
- Utility and service order processing.
- Scan and file paper documentation for various city departments.
- Assist on special projects as needed.
- Provide coverage for the Administrative Offices on an as needed basis.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma
- Cash handling and a minimum of two years customer service experience preferred

REQUIRED KNOWLEDGE AND SKILLS:

- Knowledge of computer systems; Proficiency in Microsoft Office products, particularly MS Word, MS Excel, MS PowerPoint.
- Ability to meet specific deadlines. Ability to be flexible and to manage and prioritize tasks.
- Ability to maintain records and prepare reports from such records.
- Ability to understand and follow oral and written instructions.
- Ability to deal tactfully and effectively with the general public and to convey concise and accurate explanations of policies, procedures, and requirements.
- Ability to interact well with other employees in an office environment.
- Ability to work as a member of a team and to show courtesy, consideration and respect for others.

PHYSICAL DEMANDS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job during a full duty day or shift. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employee is required to sit, talk, and hear. Employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Employee is required to use cognitive ability to reason, analyze, and verbalize thoughts and ideas.

Employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Employee must be available and present for work as scheduled.

Employee must perform all functions of the job safely and efficiently at all times in compliance with all safety regulations and policies for the safety and welfare of the employee, co-workers, and the public.

WORK ENVIRONMENT:

The work environment characteristics described herein 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 work environment is a typical office environment that requires ability to use and operate a personal computer and peripherals, telephone, photocopy machine, and calculator.

The noise level in the work area is usually moderately quiet.
