



JOB ANNOUNCEMENT
CITY OF TROY, AL
EXTERNAL

CLASSIFICATION TITLE: EXECUTIVE ASSISTANT-UTILITIES

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: 06/19/2019

CLOSING DATE: 06/26/2019

PAY RATE: Skill Level 10

SUMMARY DESCRIPTION:

Under direct supervision, performs a wide variety of responsible, confidential and complex administrative, technical, and clerical duties for the Utilities General Manager and Assistant General Manager, acts as liaison with City Departments, staff, outside agencies and the public; and ensures the efficient operation of the General Manager's Office.

REPRESENTATIVE DUTIES: Under the Direction of General Manager of Utilities and Assistant General Manager: *The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a wide variety of responsible, confidential and complex administrative, technical and clerical duties.
2. Participate in administrative duties, relating to the Utilities, acts as liaison between General Manager, Assistant General Manager, staff and outside agencies.
3. Maintain calendars of activities, meetings and various events; coordinates activities with City departments, the public and outside agencies; coordinate travel arrangements as necessary.
4. Assist with the preparation of the annual budget and monitor expenditure and revenue throughout the year.
5. Prepare new hire & employee related paperwork, maintain departmental personnel files & prepare and submit payroll.
6. Answers incoming requests in a friendly manner, responds to routine questions and takes complaints from the public; inputs and/or logs information received into the call center's communications and computer equipment; directs requests to the appropriate department or agency for further action.
7. Review, sort and distribute correspondence for the Utilities, compose and type return correspondence as appropriate.
8. Train, motivate and evaluate lower level administrative, clerical and support staff, provide or coordinate staff training; work with employees to correct deficiencies.

9. Issue purchase orders, submit invoices for payment, and bill outside agencies for services rendered, if needed.
10. Attend meetings as requested by the General Manager or Assistant General Manager.
11. Answer questions and provide information to Utilities staff and the public regarding Utilities procedures and policies; follow up on sensitive customer complaints and inquiries.
12. Ensure the smooth and efficient operation of the Utilities Office.
13. Assist in a variety of department operations; perform special projects and assignments as requested.
14. Maintains training records for utility personnel and reports them to appropriate authorities.
15. Help direct and answer phone calls for General Manager or Assistant General Manager's office.
16. Assist after hours, nights, and weekends as needed during outages or emergency situations with phone calls, planning, and coordination.
17. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

- Knowledge of basic operations of the Utilities Department.
- Knowledge of policies and procedures of City of Troy & Utilities Department.
- Knowledge of basic operations of the Utilities Office.
- Knowledge of policies and procedures of City departments.
- Knowledge of principles of letter writing and basic report preparation.
- Knowledge of basic accounting.
- Knowledge of principles and practices of customer service.
- Knowledge of English usage, spelling, grammar, and punctuation.
- Knowledge of office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Knowledge of principles of supervision, training and performance evaluation.
- Ability to perform responsible and difficult clerical and administrative support services involving the use of independent judgment and personal initiative.
- Ability to understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Ability to supervise, train and evaluate staff.
- Ability to respond to requests and inquiries from the public.
- Ability to interpret and apply administrative and department policies and procedures.
- Ability to independently prepare correspondence and memoranda.
- Ability to work independently in the absence of supervision.
- Ability to operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted during work.

MINIMUM QUALIFICATIONS – Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. Bachelor’s degree in business administration, public administration, journalism or equivalent is preferred. Must have a valid Alabama Driver's License, a good driving record. A minimum of three years of progressively responsible administrative, public relations or equivalent experience, preferably in the public sector.
2. Must submit to and pass a pre-employment physical, and drug and alcohol screening.
3. Prior to employment offer, position subject to satisfactory background check and MVR.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification but are determined by the normal requirements for the position.

Essential Physical Abilities
Work is primarily performed in an office setting, with exposure to computer screens.
Supervisory Control
The General Manager or Assistant General Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results.
Guidelines
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific but may require some interpretation in application.
Complexity
The work consists of Utilities related duties. The large number of policies, procedures, laws and regulations to be followed as well as multiple departments within the Utilities contributes to the complexity of this position.
Scope & Effect
The purpose of this position is to provide support to the General Manager and Assistant General Manager and to ensure the Utilities office runs smoothly. Success in this position results in greater effectiveness of the Utilities Office processes and services.
Personal Contacts
Contacts are typically with employees, co-workers, city departments, support agencies, and members of the public.
Purpose of Contacts
Contacts are typically to give or provide information, gather information, and provide services.
Work Environment
The work is typically performed in an office setting.
Supervision Exercised

Some

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Some travel required. This job also requires work after hours, nights, and weekends during outages or emergency situations.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy Department of Human Resources
301 Charles W. Meeks Avenue
Troy, Alabama 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

The City of Troy is an Equal Opportunity Employer.