

## **PUBLIC WORKS OPERATIONS ADMINISTRATIVE CLERK I, II, III, IV SERIES**

**JOB SUMMARY:** Under general supervision of the Public Works Director or their subordinates, the Administrative Clerk series I, II, III, and IV performs a variety of tasks associated with field and office technical activities and related work, as required. This is a full-time position, working Monday through Friday, 7:00 a.m. – 4:00 p.m. This position reports to the Public Works Director for the City of Jenks.

### **KNOWLEDGE, ABILITIES, SKILLS AND PERSONAL CHARACTERISTICS:**

- Some knowledge of (and/or willingness to learn) public works principles, practices, and operations; especially as related to one or more of the following areas: sanitary sewer, potable water distribution, street construction and maintenance, storm sewer systems, traffic and solid waste management.
- Some knowledge of (and/or willingness to learn) Local government organization and functions.
- Knowledge of modern office practices, organization and administrative/clerical support practices.
- Knowledge of (and/or willingness to learn) personal computing, including familiarity with MS Word, MS Excel, MS Outlook, MS PowerPoint, Laserfiche, and other database software applications including work order data systems.
- Some knowledge of (and/or willingness to learn) local government legal processes, including rules of order in the conduct of a meeting.
- Knowledge of efficient record keeping practices.
- Some knowledge of basic time management techniques.
- Knowledge of (and/or willingness to learn) relevant statutes, ordinances, rules, policies, and procedures.
- Knowledge (and/or willingness to learn) of the metropolitan area geography.
- Knowledge of mathematics related to the application of public works principles, practices and operations.
- Ability to maintain professionalism and a positive service attitude.
- Ability to multi-task in a fast paced and deadline driven environment.
- Ability to apply public works principles and practices to a para-professional level in a local government administrative environment.
- Ability to organize and administer a variety of tasks with conflicting priorities and varying complexities effectively.
- Ability to make decisions with limited direction.
- Ability to respond to disagreeable situations in positive and productive manner.
- Ability to follow oral and written instructions effectively.
- Ability to distinguish practical from theoretical solutions to areas of responsibility.
- Ability to organize basic statistical information in required reports.
- Ability to plan and schedule work activities.
- Ability to coordinate with staff, vendors and aid citizens related to service requests and project updates.
- Ability to keep confidential information, projects and materials within approved limits.
- Ability to meet people in a positive, agreeable manner.
- Ability to move about in office environment without assistance.
- Ability to write clear concise reports in English for subject matter in areas of responsibility.
- Ability to summarize orally and in writing key elements from group discussions and decisions.
- Ability to evaluate and report on field operations.
- Ability to speak instructions clearly over the phone and in noisy work environment.
- Ability to hear clearly, whether over the phone or over the internal handheld communications system (radio), particularly when there is an abundance of background noise and clamor
- Ability to employ teamwork and collaboration skills.
- Ability to help build a culture of accountability, stewardship, professionalism, integrity, respect, and excellence, encouraging and promoting the morale of the staff while holding to these core values
- Ability to work on multiple projects at a time, while keeping paperwork organized
- Ability to prioritize projects as emergencies arise, while still completing all assignments and necessary paperwork as it comes in.

- Exceptional, courteous customer service skills, over the phone and in person.
- Excellent organization and research skills.
- Strong administrative skills and attention to detail.
- Superb technical, interpersonal and communication skills – both written and verbal.
- Problem solving and critical thinking skills with a strong sense of urgency.
- Skill to drive a motor vehicle for transportation purposes.
- Skill to speak and write English effectively. Bilingual/Spanish is a plus.
- Proficiency in time management of daily work schedules.
- Some proficiency in developing and giving a public presentation.
- Proficiency in use of printing equipment, including photocopies, computers, printers, binding machines.
- Proficiency in use of telecommunication instruments, such as telephone, fax machines, computer, radios, computer modem and two-way radio equipment.

#### **ADDITIONAL RESPONSIBILITIES/ACTIVITIES:**

- Is prompt and personally well organized.
- Is able to maintain a strong work ethic.
- Is able to process work neatly and in a timely manner.
- Is able to exercise sound judgement in decision making.
- Is able to remain level-headed and positive when speaking with unhappy residents or coworkers.
- Is able to use telephone in a pleasant and efficient manner with positive results.
- Tasteful in dress, grooming, language, and mannerisms to community standards for areas of responsibility.
- Is able to speak in a manner that is persuasive and diplomatic.
- Participate in professional organization(s).
- Maintain any required certifications related to the position.
- Must speak clearly and distinctly in order to communicate effectively to transmit information via radio, telephone, etc.
- Basic First aid (within 12 months of employment).
- Performs other duties as may be assigned.

#### **Illustrative Examples of Work:**

- Provides customer service duties via telephone and electronic media.
- Manages inventory of assets and supplies, sourcing for vendors, and submitting purchasing requisitions and invoices.
- Manages documents and files, including phone lists, vendor lists, etc.
- Maintains the work order system.
- Maintains awareness of current information related to work responsibilities.
- Communicates information and direction to the field staff.
- Tracks public works activities and provides reporting to the Director of Engineering and Operations, the Public Works Director and the Field Operations Supervisor.
- Represents the Public Works Director in dealing with other governmental jurisdictions or agencies, contractors, and the public in general.
- Conducts research and technical studies for the Public Works Director.
- Attends technical meetings and records the result of same for approval by the Public Works Director.
- Assists in the development of technical training materials for public works personnel and/or assists in the instruction of Public Works personnel in modern public works principles and practices, especially as related to technical concepts.
- Organizes and plans daily work schedules and special projects.
- Prepares and submits weekly and monthly reports to the Director of Engineering and Operations and the Public Works Director.
- Recommends improvements in area of responsibility.
- Assists in the coordination of meetings and agendas and documentation for the same.

- Occasionally assists staff in the field and checks on issues as they arise.

## **MINIMUM AND PREFERRED REQUIREMENTS**

### **(I Level)**

- High School diploma or GED required.
- Previous one (1) year administrative support experience required.
- Demonstrated administrative experience with increased responsibilities preferred.
- Must be computer savvy and proficient in Microsoft Word, Excel, PowerPoint, and Outlook.
- Excellent written and verbal communication skills.
- Some college coursework preferred.
- Valid Oklahoma Driver's License.
- Insurable driving record.

### **(II Level)**

Same as Level I plus at least one (1) additional year of experience in administrative support.

### **(III Level)**

Same as Level II plus at least one (1) additional year of experience in administrative support.

### **(IV Level)**

Same as Level III plus at least two (2) additional years of experience in administrative support.

## **WORKING ENVIRONMENT**

The duties of the Administrative Clerk will be generally performed in a standard office setting with some travel from site to site. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure. While performing the duties of the job, the Public Works Administrative Clerk may be exposed to outside weather conditions. The employee may come in contact with hazards associated with field investigations or shop work.

**Physical:** Primary functions require sufficient physical ability to work in an office setting and operate office equipment. Continuous sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. Frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist. Occasional squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment.

**Hearing:** Hear in the normal audio range with or without correction.