

EMMET COUNTY ROAD COMMISSION
JOB DESCRIPTION

TITLE: Administrative Assistant

GENERAL SUMMARY:

Under the general direction of the Office Manager, performs clerical tasks such as greeting customers, answering telephones, preparing materials and correspondence, maintaining files, and acting as an Administrative Assistant to the Emmet County Road Commission. Performs a variety of clerical functions as requested.

ESSENTIAL FUNCTIONS:

- Responsible for answering telephones and monitoring central dispatch radio. Utilizing software, properly record and route calls/messages. Listens to complaints from the public and responds appropriately, explaining Commission policies and procedures, and quoting fee schedules.
- Maintain Central Dispatch (911) log activity, obtain Accident Reports, and respond to fax/e-mail requests.
- Create, disperse, and file internal and external correspondence such as advertisements, public notices, bid proposals, contracts, forms, and reports as required.
- Prepares biweekly meeting agendas, sets up annual meeting schedules, and advertises meetings/hearings under the direction of the Engineer-Manager.
- Schedules conference registration/reservations for employee travel arrangements.
- Maintains calendar program with important dates such as meetings, bid openings, employee time off, and other relevant information.
- Prepares, oversees, reviews, and suggests updates to Commission policies.
- Responsible for daily mail pickup and delivery. Opens, date stamps, and distributes daily mail.
- Provides back-up coverage for other office staff members and assists in a variety of tasks as needed.
- May be required to perform a variety of tasks as requested by the Office Manager and the Engineer-Manager.
- Maintains files regarding lawsuits. Responsible for coordinating and submitting information regarding lawsuits.
- Checks answering machine for messages left after hours; updates outgoing message and internal postings as needed to reflect current business hours, observance of holidays, etc.
- Performs “help desk” support for printer, photocopier, postage meter, and other office machines.
- Maintains inventory and orders office supplies.
- Manages Website and Social Media Accounts for the Road Commission.
- Assists Permit Technician and customers with all aspects of the permit process.

- Manages Adopt-A-Road Program by communicating with volunteers, issues applications, and maintains supplies.

The duties stated here are intended to describe the general nature and level of work being performed by an employee assigned to this classification. They are not to be construed as an exhaustive list of all duties and responsibilities which might be assigned to personnel, so classified

QUALIFICATIONS:

Minimum Qualifications:

- An associate degree is preferred or two or more years of office experience as an Administrative Assistant or similar position, preferably in a governmental setting.

Desirable Qualifications:

- Excellent written and verbal communication skills.
- Ability to work with employees and the public tactfully and courteously.
- Ability to maintain adequate files and documentation as required.
- Excellent time management skills and ability to multi-task and prioritize work.
- Skills necessary to effectively utilize word processing, databases, spreadsheets, calculator, scanning and imaging, e-mail, internet, and meeting scheduling is required.

Other combinations of education and experience which could provide the necessary knowledge, skills and abilities to perform the job may be considered.

PHYSICAL REQUIREMENTS:

The ability to perform minor manual tasks for periods of time and the ability to communicate effectively, verbally and in writing are required. All employees in this position will be required to work independently (unassisted) to do any or all of the duties described. 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. Candidates whose abilities make them unable to meet these requirements will still be considered fully qualified if they can perform essential functions of the job with reasonable accommodation.

Physical Mobility - Ability to walk extended distances and climb stairs or ramps to access Commission and other work-related locations and facilities.

Vision and Sight - Ability to read instructions, directions, and similar written information in letters, memoranda, forms and other documents.

- Hearing/Speaking- Ability to converse orally with standard telephones and radios to receive and communicate information to employees and the public.
- Agility/Movement- Ability to lift, push, pull, and manipulate tools, equipment, supplies, and other objects often weighing upwards to 40 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee regularly works at a desk.

EMPLOYMENT STATUS:

It is the policy of the Commission that all employees in this job classification are employed at the will of the Commission and may resign or be dismissed with or without cause or notice at any time during employment.

The job description does not constitute an employment agreement or contract between the employer and the employee. The employer has the right to revise this job description at any time.