



PROGRAMS ASSISTANT

NATURE OF WORK

Position includes clerical work of entry level to moderately difficult nature. Employees in this class perform operations which require the exercise of judgment based upon knowledge gained through training and experience. Work decisions will be made in accordance with established precedents and departmental policies and monitored initially with close supervision. As the employee gains experience the position will be expected to work independently with little daily supervision except upon the institution of change in procedures or with unusual or difficult matters. Work will be reviewed through reports and inspections.

RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTIONS

An employee in the position of Programs Assistant may be called upon to perform any or all of the following essential duties but is not limited to the tasks listed here.

1. Greet visitors in person and answer mainline incoming calls providing information and direction for appropriate departments as requested.
2. Follow the State of Michigan guidelines to register, cancel and flag voter records and maintain correlating Qualified Voter Files.
3. Issue, receive and track Absent Voter Ballots, attend election training sessions as presented and implement new procedures.
4. Distribute and process forms for City programs including but not limited to Business Registration, FOIA, and solicitor permits.
5. Complete departmental purchase order requisitions and maintain records.
6. Sort mail and deliver to appropriate departments.
7. Submit documents to be legally recorded for various programs and departments.
8. Answer inquiries and provide information regarding job postings. Compile reports of applicants, maintain recruitment files, and assist in notifying candidates of various steps in the hiring process.
9. Record and compile statistical information for various programs and reports.
10. Type correspondence, notices, records, reports, and other documents as needed.
11. Continually update organization files as necessary.
12. Secure small amount material quotes, inventory office supplies and order replacements as needed.
13. Utilize common office equipment, computer programs, and phone system in a competent manner.
14. Perform other related work as required.

QUALIFYING KNOWLEDGE, SKILLS AND ABILITIES

All of the following knowledge, skills and abilities (KSA's) are essential qualifications. An employee in this class, upon appointment, should have the equivalent of the following:

- High School Diploma or GED.
- Reasonable experience in performing fundamental clerical work.
- Knowledge of office practices, equipment, and procedures, and also, business English, grammar and file management.
- Skill, speed and accuracy in performing various keyboarding actions.
- Experience in the use of computers, phone systems, and other office equipment.
- Ability to see and hear proficiently to complete the listed duties and functions.
- Moderate level verbal and written aptitude.
- Average mathematical capacity to compile reports and statistical information.
- Accuracy in the preparation and maintenance of records, correspondence, reports and tabulations.
- Positive, tactful, courteous, and effective demeanor in assisting the public and working with other employees.

Approved:



Anthony D. Chandler
Director of Administrative Services



Mark C. Meyers
City Administrator



Gary L. Nelund
Mayor