

POSITION TITLE: ADMINISTRATIVE SECRETARY
DEPARTMENT: PERSONNEL DEPARTMENT

**CITY OF
BOWLING GREEN**

REPORTING RELATIONSHIPS

Personnel Director

POSITION REPORTS TO

DIRECT REPORTS BY TITLE:

None

DIRECT: 0 **INDIRECT:** 0

POSITION FUNCTION

This position is responsible for providing overall administrative assistance and support to the Personnel Department.

JOB RESPONSIBILITIES

Gathers appropriate information to provide support and administrative assistance to the Director; may serve as administrative support to the Bowling Green Civil Service Commission.

Oversees day-to-day operations and activities of the department. Schedules meetings and appointments; answers phone calls, and responds to inquiries (electronic, hardcopy mail, telephonic, walk-ins); provides customer service support.

Must be able to work independently in order to update the web page, make changes to payroll accounts, prepare appropriate paperwork, assist with recruiting and hiring processes; etc.

May be required to assemble agendas and meeting packets, attend meetings, and prepares minutes of meetings.

Must be able to compose, prepare, format, and type correspondence, reports, charts, spreadsheets, and other documents requiring special formatting or containing complex terminology, such as contracts, legal documents and reports; must be proficient in Word, Excel, Adobe Acrobat, the City's Payroll software, software to update the Department's presence on City's web page, identification card software, and/or utilize any other software or hardware deemed necessary for operations within the department.

Interacts with staff from other departments, elected officials, other agencies, private companies, and the general public independently, in person, by telephone, e-mail, or mail, in order to respond to inquiries, receive and document complaints and service requests, and resolve problems; may deal with sensitive and confidential personnel matters.

Maintains department files including confidential and sensitive records, such as medical records, personnel files and general correspondence files.

Covers for other departments, when staff is absent; handles out-going and in-coming mail as necessary. Works closely with other departments and provide assistance as necessary.

Must have basic knowledge of Family and Medical Leave (FML), City's group insurance plans, Ohio Workers' Compensation, Americans with Disabilities Act (ADA), Ohio Civil Service regulations, COBRA insurance, Fair Labor Standards Act (FLSA), Ohio Open Records Law, City's policies and union contracts, Ohio Public Safety Laws, and any other rules or policies that apply to a human resources office.

Performs other related duties as assigned

PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less and lift/push/pull up to 30 pounds.

REQUIRED SKILL SETS	
<p><i>Occupational/Technical Skills</i></p> <p>Ability to use spreadsheet, database, word processing and job-specific software (Word, Excel, Access, Adobe Acrobat, Adobe Lifecycle, web based programming, identification card software, Publisher, City's payroll/financial program, etc.) and computer hardware.</p> <p>Must maintain a valid Ohio Driver's license and have the ability to drive</p> <p><i>Administrative Skills</i></p> <p>Ability to analyze and resolve situations and problems</p> <p>Ability to organize work, set priorities and meet critical deadlines with a minimum of direction</p> <p>Ability to set goals and develop strategies and schedules for meeting them</p> <p>Ability to use techniques of effective time management</p> <p>Ability to handle multiple priorities and projects</p> <p>Ability to process paperwork effectively</p> <p>Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information</p> <p>Knowledge of filing methods and records management techniques</p> <p>Knowledge of modern office equipment</p> <p><i>Cognitive Skills</i></p> <p>Ability to deal with a variety of concrete variables in situations where significant standardization exists</p> <p>Ability to identify problems, recognizing symptoms, causes and alternative solutions</p> <p>Ability to make timely, sound decisions</p> <p>Knowledge of methods and techniques of research</p> <p>Ability to perform standard business arithmetic, including percentages and decimals</p> <p>Ability to apply mathematical concepts such as ratios, proportions, probability factors and statistical inference</p>	<p>Ability to draw accurate conclusions from financial and numerical material</p> <p>Ability to research, compile and summarize a variety of informational and statistical data and materials</p> <p>Knowledge of basic budgetary principles and practices</p> <p>Ability to develop original, unusual, successful approaches</p> <p>Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities</p> <p><i>Communications Skills</i></p> <p>Ability to let people know of decisions, changes, and other relevant information in a timely fashion</p> <p>Ability to speak effectively one-to-one</p> <p>Ability to speak effectively before groups and to respond to questions</p> <p>Ability to deliver effective presentations</p> <p>Ability to demonstrate attention to and convey understanding of the comments or questions of others</p> <p>Ability to use appropriate style, format, and tone in informal and formal business communications</p> <p>Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary</p> <p>Ability to prepare clear and concise reports, correspondence and other written materials</p> <p><i>Interpersonal Skills</i></p> <p>Ability to use tact and discretion</p> <p>Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors</p> <p>Ability to deal courteously and diplomatically with the general public</p> <p>Ability to maintain issue confidentiality</p> <p>Ability to arrive at constructive solutions while maintaining positive working relationships</p>

DESCRIPTION OF WORKING CONDITIONS
<p>Work is typically performed in an office setting and is subject to pressure from deadlines.</p>

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS
<p>Two year associate degree or equivalent; three to five years progressive experience including senior level administration and clerical support in a human resources department/office preferred; valid Ohio Driver's License; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.</p>

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.