

**CITY OF ANN ARBOR, MICHIGAN
JOB DESCRIPTION**

JOB TITLE: Administrative Assistant

Job Number: 110014/24/34/44/54

Date Finalized: 5/04 / Revised 7/14/10; Revised 2/8/22

Service Area: Various

Service Unit: Various

Accountable To:

Service Area Management

Mission Statement

The City of Ann Arbor's mission is to deliver exceptional services that sustain and enhance a vibrant, safe and diverse community.

Role Summary

To provide general office support and assistance to Service Area management and coordinate front office/Service Area customer service.

Duties

Incumbent may be responsible for the following duties:

Essential Duties

- Coordinating the customer service aspect of the Service Area and/or front office.
- Developing customer relationships by listening and understanding the customer (both internal and external), anticipating and providing solutions to customer needs, and giving high priority to customer inquiries and satisfaction.
- Performing administrative duties to assist Service Area management such as scheduling meetings, facilities and service events, composing and distributing correspondence and preparing a variety of documents.
- Providing general front office support including answering telephones, preparing and receiving correspondence, distributing correspondence in a timely manner, maintaining contact information and coordinating work with fellow employees.
- Operating a personal computer, calculator and other standard office equipment, organizing and sorting information in a variety of forms.
- Maintaining physical and electronic documents and records according to specified procedures/systems, physical copies and electronic back-ups of documents and records and managing specified document retention schedule.
- Entering data in physical or electronic records according to specified procedures/systems. Organizing data in a variety of ways to answer questions and create reports in support of management decisions.
- Answering questions and performing basic functions related to one or more municipal programs or processes.
- Supporting others in the use and maintenance of designated hardware and software, troubleshooting problems and correcting system issues.

Related Work

- Providing services in all areas of expense and revenue processing, tracking and reporting. Keeping office technology programs current and within City policy.
- Acquiring advanced knowledge of software applications and the ability to troubleshoot, maintain and expand system functionality.
- Board organization and support, including attending meetings, creating packets and taking minutes.
- Performing related work as assigned.

Knowledge of (position requirements at entry)

- Standard office procedures
- Basic office software applications (e.g. Microsoft Office, Word, Excel, Outlook)
- Basic mathematics

Skills (position requirements at entry)

- Communicating tactfully and positively with the public and employees
- Problem solving
- Using and understanding office information technology
- Coordinating multiple duties
- Typing and Spreadsheets

Equipment

Standard office equipment, PC, Fax, Copier, Calculator, Multi-line telephones and other miscellaneous office equipment.

Training and Experience (position requirements at entry)

- HS Diploma or GED Equivalent
- 1-2 years of office experience/customer service or related field
- Administrative Assistant Union Progression (see progression outline)

Licensing Requirements (position requirements at entry)

N/A

Physical Requirements

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Positions in this class typically require: reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

Description Prepared By:

Design Team Sub-Committee – May 2004/HR Review May 2004/ Revised 7/14/10 Title Change/
Updated mission statement, Removed the Way We Work Section and updated physical requirements
section 2/8/2022- HR Review- AW, EAJ/Union approved by Robert Sloan 2/8/2022