



Filing Deadline: Friday, March 10, 2017

**City of Coeur d'Alene
Equal Employment Opportunity
Administrative Support Specialist II (Fire Department)**

Description: This is a journey level clerical and administrative support position with the principal function to perform responsible and varied general office work to support the functions of a department, division or section. Work is performed following established processes and procedures. Work in this classification includes many of the same functions as an Administrative Support Specialist I, with additional duties requiring higher level skills and abilities such as typing and preparing letters or documents using various software applications; entering data into city or department systems and applications, keeping clerical records, logs, ledgers, etc. and working within department specific processes and procedures in a specialized area. The work is performed under the supervision of a designated supervisor or director. The principal duties of this class are performed in a general office environment.

Wages and Benefits: Starting wage is \$16.51 per hour, eligible for a five percent increase after 12-months of service with standard or above evaluations. This position is supplemented by a generous benefit package ([summary of benefits](#)) and membership in PERSI (Public Employee Retirement System of Idaho) is required.

Acceptable Experience and Training: High school diploma or GED equivalency; preferably supplemented by coursework in office practice, basic math, computer or general business classes, and one (1) to two (2) years experience in an office setting performing general clerical duties; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Knowledge, Skills and Abilities

Knowledge of:

- The operation of personal computer and various software applications for word processing, spreadsheets, etc.;
- Record keeping practices and procedures;
- Telephone etiquette and customer service techniques;
- Standard office practices and procedures;
- English grammar and punctuation.
- Modern office practices and procedures.

Ability to:

- Follow written and oral instructions;
- Maintain important records efficiently and accurately and to prepare clear and concise reports;
- Learn department-specific processes and procedures;
- Learn and operate Arc Map when required by job assignments;
- Calculate solutions to mathematical problems involving addition, subtraction, multiplication and division;
- Operate a variety of standard office and computer equipment;
- Maintain effective working relationships with other City employees, supervisory personnel, state and local elected officials and the public;
- Operate a personal computer and related software such as word processing, spreadsheets, etc.;
- Communicate effectively both orally and in writing;
- Follow detailed written and verbal instructions;
- Respond appropriately to public inquiries and present a positive public image;
- Accurately proofread numerical and text data;

- Accurately type documents at a reasonable rate of speed;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Examples of Work (Illustrative Only)

Essential Duties and Responsibilities

- Receives and processes employee time sheets for regular and temporary personnel; processes monthly work records and submits to Finance;
- Maintains personnel files and records;
- Serves as liaison with Human Resources;
- Enters/verifies invoices; processes and tracks purchase orders;
- Makes travel arrangements;
- Maintains inventories, departmental records, plans, manuals and standard operating procedures;
- Types or prepares letters, documents, logs, ledgers, reports, etc.
- Compiles information for various processes and/or reports;
- Uses various software applications and/or maintains a database of information;
- Enters data into city or department systems and applications;
- Accepts applications/documents for processing and review in preparation of the issuance of commercial, residential building permits and public hearing processing;
- Reviews, interprets, extracts information and processes applications, information or other documents and drawings (reviews for completeness and accuracy, distributes to appropriate persons, completes related forms or papers, returns information to the requester, prepares packets of information, etc.);
- Conducts simple research;
- Sets up or purges files;
- Issues permits, orders supplies, maintains records or logs;
- Performs various accounting related tasks, balances/reconciles reports, checks, deposit funds, etc, and verifies information and other data;
- Files documents into appropriate folders; reorganizes file folders as needed;
- Operates office equipment such as computer, typewriter, copier, electric stapler, hole-puncher, fax machine, etc.;
- Answers phones and greets walk-in customers;
- Responds to requests for information;
- Performs scheduling and calendar duties;
- Opens and distributes mail;
- Maintains and prepares files, logs, ledgers, maps, etc.
- Receives payments, logs accounts and balances receipts;
- Provides direction and explains city processes and procedures to the public or other staff;
- Performs all work duties and activities in accordance with City policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review documents and file them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and other office equipment;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time and to reach, stoop, bend and stretch in filing materials.

APPLICATION PROCEDURE: Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application and Resume to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application deadline is Friday, March 10, 2017 at 5:00p.m. Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.