

Classification Summary: Performs complex administrative and clerical support for the Human Resources Department. Work includes handling confidential information. An employee in this classification manages correspondence; maintains communications with key staff within and outside the department; processes payroll, timesheets and bills; schedules and coordinates meetings, events and other similar activities; prepares internal support materials and reports; and performs bookkeeping and accounting. In the Human Resources Department, this position provides assistance to city employees and the general public, in-person and on the phone such as completing benefit documents, payroll changes, creating personnel action forms and assisting with recruitment activities. The job requires finely honed time management and organization skills with attention to detail and accuracy. This classification is distinguished from the Department Specialist class by the overall complexity and difficulty of the work and the independence required of the position; the Administrative Assistant handles more challenging and multifaceted problems, and work tasks may not have an established procedure or protocol. The Administrative Assistant must have a high school diploma or GED with a preferred Associates Degree, and three (3) years' experience providing administrative support, preferably in a governmental environment working in Human Resources. Work is usually performed in an office environment.

Wages and Benefits: Starting hourly wage \$19.39, eligible for a five percent increase after 12 months of service with standard or above evaluations. The position is supplemented by a generous benefit package ([summary of benefits](#)) and Membership in Public Employee Retirement System of Idaho (State Retirement) is required.

Acceptable Experience and Training:

- High school diploma or GED with Associate's Degree preferred;
- Three (3) years' experience providing administrative support, preferably in a governmental environment;
- Administrative human resources experience is preferred; or
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

Essential Duties and Responsibilities (*illustrative only and may vary by assignment*)

- Provides customer service over the phone and in person regarding the City's recruitment, classification, training, and other human resource programs;
- Assists customers with the application and job description systems and pre-employment processes;
- Explains policies, procedures, regulations and collective bargaining agreements to City employees, staff, and the public;
- Verifies employment requests from employees and outside agencies;
- Initiates and monitors scheduled personnel actions related to promotions, pay increases, terminations and leave;
- Creates Payroll Action forms and enters data into payroll software (Springbrook) and time card system;
- Assists with basic recruitment activities, receiving, scanning and sorting applications;
- Maintains employee personnel and medical files;
- Performs administrative support including managing correspondence, generating complex reports and maintaining accurate files.
- Prepares and processes invoices for payment, obtaining signatures, copying, scanning, processing and tracking purchase orders;
- Maintains contact with vendors to resolve invoicing issues;
- Compiles, calculates, records and monitors a complex payroll system for the City;

- Audits department discrepancies relating to personnel, payroll, timesheets, etc.;
- Monitors and orders all office supplies for the department;
- Runs errands to post office and office supply store;
- Maintains strict confidentiality of information processed or prepared;
- Provides direct administrative support to the department;
- Prepares and modifies documents including correspondence reports, drafts, memos and e-mails;
- Utilizes a variety of computer software programs and equipment to perform duties;
- Responds to the public over the phone or in person in a tactful, pleasant and courteous manner;
- Interacts in a professional and respectful manner with City and the public;
- Creates various information pamphlets, brochures, certificates for internal or external use;
- Processes bills and purchase card transactions;
- Provides extensive customer service, education, and information to the public;
- Responds to management's, supervisor's, co-workers' and citizens' questions and comments in a courteous, thorough and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Assists other department and City employees as needed or requested;
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Secondary Duties and Responsibilities

- Performs other duties as assigned.

Physical Demands & Work Environment:

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

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

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, November 9, 2018 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.