

**CITY OF SEAFORD**  
**POSITION CLASS SPECIFICATION**

**CLASS TITLE:** Office Assistant I (Receptionist/Secretary)

**DEPARTMENT:** Electric

**PREPARED BY:** June Merritt, Director of Human Resources/Finance  
Dolores J. Slatcher, City Manager  
Rickey Garner, Director of Power  
Larry McMullen, Supt. of Electric

**DATE:** November 11, 2009

**SUMMARY STATEMENT**

The Office Assistant I is an entry-level confidential classification responsible for performing a variety of routine to complex clerical, technical and administrative duties to support the day-to-day operations of the personnel in the Utility Building which includes the electric, public works, and parks departments.

**EDUCATION/EXPERIENCE:**

- Graduation from high school or possession of a GED.
- Associates degree in office administration, business, public administration or other related field is highly desirable.
- Experience in a secretarial or customer service function is desirable.
- Computer proficiency in Microsoft Word and Excel is required.

**EXAMPLES OF DUTIES:**

*Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.*

- Performs typing of letters, reports, manuals, or other forms of written correspondence as requested.
- Answers calls, takes messages for personnel, and distributes in a timely manner.
- Schedules appointments and tracks them to assure personnel attend.
- Prepares power point presentations for personnel.
- Receives and distributes locate requests from Miss Utility for appropriate action by the responsible utility.
- Prepares written work orders for electric, public works, or parks and distributes to the respective supervisor for completion.
- Assists with the recordkeeping for inventory.
- Orders office supplies and janitorial goods as requested.
- Schedules appointments with sales representatives for respective supervisor.
- Proficient in minor computer problem analysis.
- Obtain purchase orders per the supervisor request.

- Types bid specifications.
- Prepares bid documents for submittal to City Manager for final approval prior to advertising.
- Organizes files for the departments and performs filing as requested.
- Proficient in looking up customer information on the Utility program and providing to supervision.
- Provides support to the Administration department as needed.
- Takes meeting minutes as requested.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Modern office procedures, practices, and equipment.
- Office and safety practices, procedures and standards.
- Personal computer hardware and software, such as Microsoft Word, Publisher, Power Point, and Excel. Additional software knowledge is a plus.
- Principles and practices of secretarial work and effective customer service.
- City and Department policies and procedures.

Ability to:

- Establish and maintain tactful, courteous, and effective working relationships with the public, employees, and others contacted in the course of work.
- Work in a team-based environment and achieve common goals.
- Maintain professionalism, courtesy, and composure at all times, including stressful situations.
- Communicate clearly and effectively, both orally and in writing, by using correct English grammar, spelling, and punctuation.
- Establish and maintain accurate records, files, and database systems.
- Evaluate situations, identify problems, and exercise sound independent judgment within established guidelines.
- Perform secretarial skills including keyboarding, time management, and proper telephone etiquette.
- Possess good organizational skills and be detail oriented.
- Ability to take and transcribe meeting minutes.
- Ability to be flexible – willingness to assist where and when needed, to learn new tasks and assume new responsibilities.
- Interpret, apply, and explain established policies and procedures.
- Thoroughly complete assignments with adherence to deadlines while effectively handling several assignments simultaneously.
- Sit for extended periods of time.
- Bend, stoop, and reach as necessary to perform assigned duties.
- Lift, carry, and relocate a variety of office supplies and mail weighing up to 25 pounds.

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**SUPERVISION RECEIVED:** Receives primary direction from the Superintendent of Electric and the Director of Power. General direction may periodically be given by the Director of Public Works and Superintendent of Parks.

**SUPERVISION EXERCISED:** None.

**SPECIAL REQUIREMENTS:**

- Possess and maintain a valid Delaware driver's license.
- Ability to maintain confidentiality.
- May be required to work unusual hours and weekends in the performance of their duties. Ex: Storm events, outages, etc.
- Must be able to perform all of the essential functions of the job assignment.