**2098 ADMINISTRATIVE SPECIALIST I - WATER RESOURCES**

**Primary Reason Why Classification Exists**

To perform varied administrative support duties for the City’s Water Resources Department.

**Distinguishing Features of the Class**

An employee in this class provides clerical, administrative support and customer service functions for the Water Resources Department. Emphasis of the work is on answering telephone calls, responding to inquiries from the public and providing appropriate information or referring the caller, or office visitor, to the appropriate staff person or division. An employee in this class meets and speaks with the public and work requires the use of judgment, tact, and discretion. Work requires thorough knowledge of department operations and requires independence and initiative. Work is performed under general supervision and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

**Duties and Responsibilities**

* Answers customer telephone calls or speaks with walk in customers; determines issue and provides information or refers caller and/or visitor to the appropriate staff person or division
* Maintains department account payables; codes invoices; processes check requests and credit card receipts
* Answers telephone calls for Electric Department assisting customers or crew members regarding utility information and services
* Processes work orders; calculates project totals; scans, sorts and files
* Sorts employee timesheets ensuring appropriate documentation is attached and processed for appropriate payment
* Processes invoices for taps, damage to property, compost and other department projects
* Sorts, scans and files all department records
* Performs related duties as required.

**Knowledge, Skills, and Abilities**

* Thorough knowledge of modern office practices and procedures including automated office systems including word processing, data base management, spreadsheet design and usage, specialized technology applications, website documents and other related resources
* Thorough knowledge of English grammar, punctuation, vocabulary, and spelling
* Considerable knowledge of the City’s departments, their functions, and operations
* Considerable knowledge of mathematics and general administrative / clerical office work
* Ability to organize work to achieve optimum results and manage work time and priorities
* Ability to communicate effectively in person and by telephone
* Ability to gather and compile materials from a variety of sources and give basic information and instructions on departmental programs based on inquires
* Ability to establish and maintain effective working relationships with the general public, supervisors, municipal officials, and other employees
* Skill in customer service and problem-solving

**Physical Requirements**

Must be able to physically perform the basic life operational functions of kneeling, crouching, standing, walking, feeling, talking, hearing, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to compile data and statistics, operate a computer, proof read materials, and do extensive reading

**Working Conditions**

Work in this class is performed primarily in an environmentally controlled office setting

**Education**

Graduation from high school

**Experience**

At least six (6) months’ administrative support experience

**Special Requirements**

Valid North Carolina driver license

**FLSA Status**: Non-Exempt

**Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Morganton reserves the right to assign or otherwise modify the duties assigned to this classification.

April 2017