

Job Description

Administrative Support Specialist

Summary & Scope of Responsibilities: Provides administrative support to the Public Works Administrative Staff.

Reporting Relationships: Reports directly to the GIS Technician and Office Manager/Public Works. Indirectly reports to the Director of Public Works.

Essential Tasks & Responsibilities:

- Maintains database by entering new and updated customer and account information
- Prepares source data for computer entry by compiling and sorting information
- Establishes entry priorities
- Processes customer and account source documents by reviewing data for deficiencies
- Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format
- Maintains data entry requirements by following data program techniques and procedures
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data
- Combines data from both systems when account information is incomplete
- Purges files to eliminate duplication of data
- Tests customer and account system changes and upgrades by inputting new data
- Secures information by completing data base backups
- Maintains operations by following policies and procedures and reporting needed changes
- Maintains customer confidence and protects operations by keeping information confidential
- Contributes to team effort by accomplishing related results as needed
- Other job duties as assigned

Other Responsibilities & Tasks: Provides other administrative support to Office Manager/Public Works as needed.

Knowledge, Competencies & Technical Skills: Proficient knowledge of Microsoft Office Products (Outlook, Word, Excel, Powerpoint).

Expected hours & Travel: Hourly position requiring normal business hours. Minimal travel, however, occasional travel to conferences and/or other educational opportunities.

Required Education & Experience:

- High school diploma with two years of business experience or college courses
- Strong knowledge of office terminology, procedures and equipment
- Must be able to maintain a high degree of confidentiality with regard to sensitive information
- Thorough knowledge of and skill in the use of various software programs necessary for performing at an acceptable level
- Ability to communicate with the public using courtesy, discretion and sound judgment
- Valid Virginia driver's license

Desired Experience: Experience or training using CMMS software (Cartegraph, Cityworks or similar), Esri Desktop Suite and other Esri GIS products is preferred.

Chain of Command: Reports directly to the GIS Technician and Office Manager/Public Works. Indirectly reports to the Director of Public Works.

Promotional Path: There is a defined promotional path for this position. This position will be required to cross-train to the Office Manager/Public Works position.

AAP/EEO Statement: This position description provides a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of this position.

The Town follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The Town will not discriminate on the basis of disability in its hiring and employment practices and will make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the Town's business. Persons with disabilities are encouraged to contact the Director of Human Resources (at 315 Douglas Ave. Colonial Beach, VA, 22443) when accommodations and job modifications may be necessary.

Non-Discrimination in Employment

The Town does not discriminate in employment on the basis of race, color, religion, sex, pregnancy, national origin, political affiliation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factors.

Duties and Responsibilities may change: This position description is subject to change at any time as the needs of the Town change. Nothing set forth herein restricts the Town's right to assign or reassign duties and responsibilities to this position at any time with or without notice.

Employee Acknowledgement of Receipt of Position Description

Employee Acknowledgement & Signature:

Date: