

Agenda Report

September 16, 2013 City Council Meeting

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Item No. 8

ISSUE: Resolution Authorizing Changes to Professional Administrative Assistant Job Description and Pay grade

BACKGROUND:

During a three week period, Danielle acted as an emergency fill in to assist Tracy while she was out. Danielle did a fantastic job filling in for Tracy with no training regarding the facility, Tracy's paperwork & booking events. The duties just fell to her out of necessity.

This issue raised concerns regarding how the Community and Events Center will function when the only staff member working there is not available to fulfill her duties. When Josh served as the Community Services Director he would assist Tracy at the facility. With his departure and a complete rewrite of the job description, there is effectively no position within the City to act as a backup. Danielle's current job description does not give her position any of these responsibilities.

During Tracy's absence, Danielle handled the following tasks:

- Listened to Tracy's voicemail, approx. 70-80 messages and returned most calls answering their questions, left Tracy a to-do list
- Took 30-40 calls at my desk, approx. 20 emails sent answering questions about rentals, prices, availability, etc.
- She called people with upcoming rentals (5-7 days in advance)- explained the security code, cleaning/closing process, answered any last minute questions
- Gave 10-15 tours at the Community Center, showed people how to use technology equipment, etc.
- Handled the last 2 Movies in the Park Events- got supplies at Sam's Club, gave movies and instructions to Alex at PW, prepared cash boxes for volunteers, etc.
- Shipped all the movies back

Last week I meet with Danielle and Jason to discuss a plan to ensure there is always someone available to promote and show the community center. Again Danielle took the initiative and asked to be considered for the additional duties.

Based on this, her ability to think quickly and her superior customer service skills, I am recommending approval of the attached resolution to include language in her job description stating the position will, in the absence of the Community and Recreation Coordinator, assume to duties of returning phone calls, booking events and showing the facility. The changes will not include any supervisory role.

Furthermore, the proposed resolution increases current salary from \$39,600 per year to \$42,000. This change will be effective upon the proceeding payroll following the adoption of the resolution.

Also based on Council direction, I am working with our PW Director and Community and Events Coordinator to develop a how to booklet for running the Community and Events Center in the absence of Tracy or Danielle.

RECOMMENDATION:

Staff recommends the City Council approve the resolution.

STAFF CONTACTS:

Jeffrey A. Fiegenschuh, City Administrator

THE CITY OF WINDSOR HEIGHTS, IOWA

RESOLUTION NUMBER 13-0962

A RESOLUTION APPROVING AN UPDATED JOB DESCRIPTION AND PAYSACLE FOR
THE PROFESSIONAL ADMINISTRATIVE ASSISTANT

WHEREAS, the City of Windsor Heights desires that the City as a whole, and each department individually, be run as a professional organization; and

WHEREAS, the departments of the City of Windsor Heights need to clearly outline policies, practices and procedure-including but not limited to job descriptions-that guide City personnel to perform to desired levels; and

WHEREAS, the City of Windsor Heights has a need to periodically revise and update job descriptions to share with personnel; and

WHEREAS, the City of Windsor Heights desires to adopt updated job descriptions for the Professional administrative Assistant

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WINDSOR HEIGHTS, that the attached City of Windsor Heights updated job description for the Administrative Assistant be approved and adopted and the new pay rate be set at \$42,600 for FY 14.

PASSED AND APPROVED THIS 16TH DAY OF SEPTEMBER, 2013.

David J. Sullivan, Mayor

ATTEST:

Jeffrey A. Fiegenschuh, City Administrator/Clerk

CITY OF WINDSOR HEIGHTS

Position or Title: ADMINISTRATIVE ASSISTANT
Department: Policy, Finance & Administration
Date: September 16, 2013
FLSA Status: Non-Exempt
Reports To: City Administrator
Union Status: Non-Union

Description: The AA performs a variety of routine and clerical, and complex administrative work to assist the City Administrator, City Council and other City departments, as appropriate or as directed by the City Administrator. The AA works under the direct supervision of the City Administrator. This is a confidential position.

Essential Job Functions: The position AA assists in the administration of standard operating policies and procedures. The position develops report, public information materials and correspondence; establishes and maintains filing systems; assists with the development of budget graphics and internal and external financial reports (such as the Continuing Disclosure Report, etc.) and provides graphic design services as needed. The position maintains official records and drafts Council minutes. S/he answers, screens and/or directs phone calls and receives the public and provides citizen assistance.

The Administrative Assistant operates computer and peripheral equipment to maintain records and generate lists, reports, etc. S/he is responsible for maintaining the City's website. S/he may be called upon to undertake research as necessary to develop a variety of administrative reports.

When the Community and Events Center Coordinator is unavailable, S/he will work with the Public Works Director to answer phone calls and emails regarding park facilities, book events at the park and community and events center and show all park related facilities & complete any other park related duties assigned by the City Administrator.

The position will assist the Chief Financial Officer with Accounts Payable, Accounts Receivable, Employee Benefits Administration

& Payroll. S/he shall be able to perform complex financial analysis; prepare special reports; suggest modifications and assists in developing policies as appropriate; and undertake special projects and other duties as assigned by the City Administrator or the Chief Financial Officer.

Knowledge/Skills & Abilities: S/he will have knowledge of current social, political and economic trends; organization and management practices as applied to the analysis and evaluation of programs, and policies; principles of financial analysis; research, reporting and record management methods; municipal accounting and budgeting; and pertinent Federal, State and local laws, codes and regulations. S/he should have the ability to communicate clearly and concisely, orally and in writing and read and comprehend a variety of materials quickly and establish and maintain cooperative working relationships with those contacted in the course of work, including City and other government officials, community groups, the general public and media representatives. S/he must have mathematical and computer and other office equipment capabilities.

Entry Requirements: Education and experience equivalent to an Associate's Degree. A Bachelor's Degree is preferred. Individual must possess the appropriate knowledge, skills and abilities as outlined in the previous section. Individual must possess a valid Iowa driver's license or have the ability to obtain one within 6 months of employment.

Major Work Characteristics: This person works closely with the City Administrator and the Chief Financial Officer. It is imperative that the Administrative Assistant hold the complete trust of both the City Administrator and the Chief Financial Officer. This is a confidential position. This position works in an office environment, sometimes working alone. This position also works directly with the Mayor, Council Members, and members of the public on a regular basis. All duties are to be performed while adhering to the City of Windsor Heights operational policies, safety rules, and procedures. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus. The employee may be required to push,

pull, lift, and/or carry up to 20 pounds. The noise level in the work environment is usually moderately quiet.

Salary/Benefits:

Current compensation information is available from the City Payroll officer. Information regarding benefits is included in the Personnel Policies Manual.

This position may be subject to pre-employment and on-going drug and alcohol screening for cause.