



SENIOR PUBLIC SERVICES ASSISTANT

City of Milpitas

Effective: October 2016
EEOC: Office and
Clerical
FLSA: Non-Exempt
Unit: Pro-Tech
Physical: 1

DEFINITION

Under general supervision of the Recreation Services Supervisor, the Senior Public Services Assistant performs a variety of responsible and specialized office support work involving extensive public contact, record keeping, and complex administrative support to staff.

DISTINGUISHING CHARACTERISTICS

This is the senior level in the Public Services Assistant class series. Even though the Senior Public Services Assistant may perform the same or similar duties as the Public Services Assistant I/II, the classification is distinguished by the performance of lead supervisory responsibilities and the performance of more difficult, complex, technical and specialized office and administrative support work. The Senior Public Services Assistant is supervised by management or supervisory staff.

SUPERVISION RECEIVED AND EXERCISED

Position may supervise part-time staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Serve as liaison between the Department and the City's Recreation Software provider (currently Active.com).
- Provide software training as needed to the Recreation Services Department staff.
- Provide technical supervision to part-time staff regarding clerical projects and duties delegated by the supervisor.
- Provide direct assistance to the department Budget Liaison for Financial Service reports and customer care.
- Provide assistance and support to the Recreation Manager with high level projects and report requests.
- Compile statistics and prepare monthly reports.
- Assist department staff in special projects including the gathering and tabulating of data for inclusion in reports.

- Provide direct support services to the public as an information source on City policies and procedures including City sponsored programs and activities.
- Register participants in City sponsored programs; calculate, collect, and process fees and charges. Maintain appropriate financial records relative to assigned area of responsibility.
- Maintain agency funds accounts as assigned including the opening and closing of accounts, balancing and preparation of refunds.
- Respond to complaints and requests for information on regulations, procedures and policies; refer the more complex situations that may arise as appropriate.
- Provide specialized office support and coordinative services in support of assigned departmental functions and/or programs.
- Prepare and submit data and information for input into computerized systems.
- Create computerized spreadsheets and input data into computerized system.
- Maintain appropriate records and logs for assigned program area.
- Participate and assist in the administrative operations of the department/division to which assigned including the processing of purchasing requisitions, maintaining adequate supply levels, receipt and expenditure records, and maintaining appropriate files and records as assigned.
- Type a variety of written materials from rough draft or verbal instructions. Operate word processing and/or data processing equipment as assigned.
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Use of correct English language, spelling, punctuation, grammar, and vocabulary.
- Modern office methods, procedures, office software and office equipment.
- Filing and record keeping systems.
- Fundamental principles of bookkeeping and record keeping, including basic mathematical principles.
- Proper methods and procedures used in handling cash and checks.

Skill/Ability to:

- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Perform responsible and specialized office support work involving the use of independent judgment.
- Establish and maintain effective, harmonious working relationships with City staff, the general public, and anyone related to city work.
- Communicate effectively, orally and in writing.
- Follow oral and written instructions.

- Interpret and apply the operating rules and procedures of assigned department/division.
- Type at a net rate of 40 words per minute.
- Operate and use modern office equipment, including a ten-key adding machine or calculator and a variety of software programs such as Word, Excel, Windows, PowerPoint and other office programs and related equipment.
- Perform routine mathematical computations and calculate fees.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

- Three years of experience performing responsible and specialized clerical/office support work involving heavy public contact at a level equivalent to the City of Milpitas' class of Public Services Assistant I/II.

LICENSE OR CERTIFICATE:

Specified positions may require possession of a valid California driver license.

Certification in the following areas is required within six months of appointment and must be kept current throughout employment:

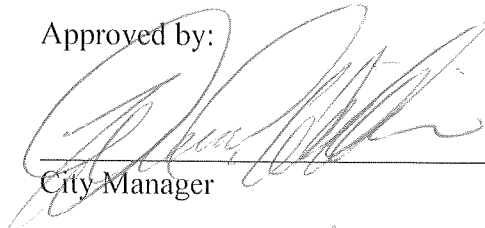
- American Red Cross First Aid
- American Red Cross CPR

SPECIAL REQUIREMENTS:


Essential duties require the following physical abilities and work environment:

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 15 pounds; some assignments may require an evening and weekend work schedule.

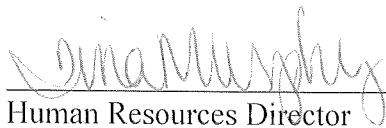
Approved by:




 City Manager



 Date



 Human Resources Director



 Date