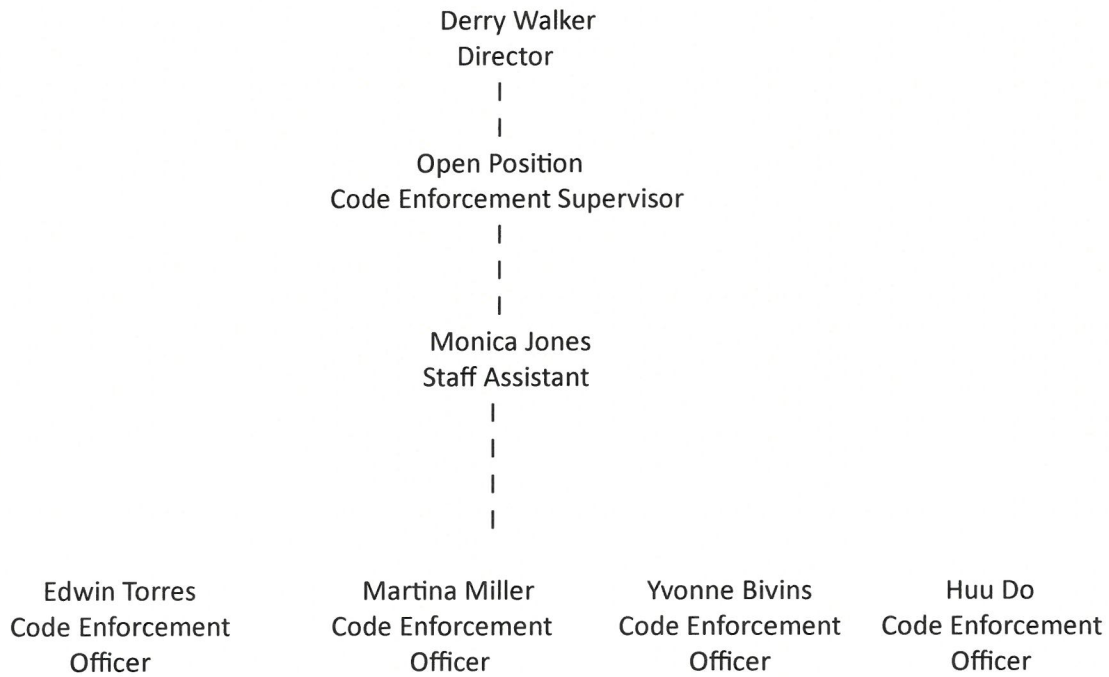


CITY OF  
**FORESTPARK**  
*- city for every season*

# CODE ENFORCEMENT

## Organization Chart



# CITY OF FOREST PARK, GA

## JOB DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### STAFF ASSISTANT

**Department:** Code Compliance

**Pay Grade:** 105

**FLSA Status:** Non-Exempt

#### JOB SUMMARY

The purpose of this classification is to perform administrative work in support of the Code Compliance Department.

#### ESSENTIAL JOB FUNCTIONS

- Provides secretarial/clerical support for an assigned department/division; processes a variety of documentation associated with department/division operations within designated timeframes and per established procedures.
- Provides administrative support for department/division staff; screens telephone calls, mail, email, and other communications and initiates appropriate action/response; types, transcribes, edits, or proofreads correspondence; maintains department calendars and schedules meetings, appointments, or other activities; coordinates travel/hotel arrangements, conference registrations, or other travel-related plans for department staff.
- Performs reception functions; operates telephone; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; retrieves messages from voice mail or answering machine; initiates and returns calls as necessary.
- Performs customer service functions; provides information/assistance regarding department/division services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints and initiates problem resolution.
- Receives moneys in payment of various fees/services; records transactions, posts payments, and issues receipts; balances revenues and forwards revenues as appropriate.
- Types, prepares, proofreads, and/or completes various forms, reports, correspondence, logs, lists, receipts, bills, purchase orders, grant reports, petty cash ledgers, newsletters, contracts, public announcements, calendars, program flyers, schedules, program books, certificates of award, public announcements, survey results, banners, production reports, statistical reports, charts, diagrams, or other documents.

- Receives various forms, reports, correspondence, logs, payments, journals, time sheets, personnel forms, insurance/tax forms, travel expense statements, purchase requisitions, purchase orders, invoices, budget reports, general ledger reports, accident reports, incident reports, patient care reports, medical information release forms, deposit reports, program surveys, requests for records, vehicle maintenance reports, newspapers, maps, policies, procedures, general/special orders, manuals, catalogs, directories, reference materials, or other documentation; reviews, completes, processes, forwards, or retains as appropriate.
- Maintains computerized and hard-copy file system of various files/records for the department/division; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents; conducts records maintenance activities in compliance with guidelines governing record retention.
- Performs data entry functions by keying data into computer system; enters, retrieves, reviews, or modifies data in computer database; verifies accuracy of entered data and makes corrections.
- Operates a personal computer, switchboard, postage machine, printer, typewriter, copy machine, fax machine, calculator, telephone, laminator, shredder, or other equipment as necessary to complete essential functions, to include the use of word processing, database, spreadsheet, research, desktop publishing, email, Internet, or other computer programs; performs basic maintenance of computer system and general office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.
- Processes incoming/outgoing mail; picks up mail from mailroom, post office, or other designated location; sorts, organizes, opens, stamps, and/or distributes incoming mail; signs for incoming mail/packages and delivers to appropriate personnel; processes outgoing mail through postage machine; processes bulk mailing projects.
- Performs general/clerical tasks, which may include making copies, distributing documentation, sending/receiving faxes and email messages, or filing documentation.
- Conducts research of department files, database records, hardcopy materials, Internet sites, or other sources as needed.
- Maintains current manuals, procedure manuals, codes/ordinances, directories, and other reference materials.
- Monitors inventory of department supplies and forms; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.
- Communicates with supervisor, employees, applicants, other departments, state agencies, insurance companies, medical providers, customers, the public, vendors, community organizations, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Enters payroll; processes employees paperwork; sets up new hire orientation; cross trains new hire staff.
- Provides assistance to other departmental administrative employees as required.
- Performs other related duties as required.

### MINIMUM QUALIFICATIONS

**Education and Experience:**

Requires a High School Diploma or equivalent; and one (1) year of related experience that includes secretarial work, office administration, basic bookkeeping, reception work, customer service, records management, and personal computer operations, or equivalent combination of education and experience.

**Special Qualifications:**

N/A

**Knowledge, Skills, and Abilities:**

- Ability to review, classify, categorize, prioritize, and/or analyze data; ability to exercise discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs.
- Ability to apply principles of rational systems; ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form; ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness, and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

### PHYSICAL DEMANDS

The work is sedentary which requires exerting up to 10 pounds of force occasionally and/or up to a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.

- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the dissemination in sound.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.

- Visual Acuity: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

**WORK ENVIRONMENT**

Work is performed without exposure to adverse environmental conditions.

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