



**GRAND RAPIDS
PUBLIC UTILITIES**

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

POSITION TITLE: Temporary Part-Time Administrative Assistant/Customer Service Representative

DEPARTMENT: Administration/Business Services

DATE: March to September

ACCOUNTABLE TO: General Manager/Business Services Manager

Primary Objective of Position

Provide comprehensive support to the General Manager, performing routine and complex clerical, administrative, and customer service duties to maintain accurate and timely official Utility records.

Major Areas of Accountability and Job Duties:

Coordinate work and activities with other GRPU and City staff.

Oversee Commission meeting management, ensuring legal compliance and preparing meeting materials.

Maintain document storage and record retention for Utility records, ensuring legal requirements are met.

Prepare and distribute internal and external communications through various platforms.

Assist in administering policies, employee programs, and labor negotiations.

Conduct research, analysis, and assist in preparing informational materials for decision-making.

Assist in scheduling Utility events and employee trainings, conduct confidential conversations.

Attend professional development offerings related to public administration, communications, and safety.

Make appropriate job decisions following standard policies and procedures.

Understand and comply with workplace safety practices.

Minimum Qualifications:

Valid Minnesota Class D driver's license.

Exceptional organizational skills and proficiency in electronic document preparation.

Strong sense of honesty, integrity, and credibility.

Excellent communication skills (verbal and written).

Proficiency in Microsoft Office and internet applications.

Attention to detail and ability to complete assignments accurately.

Positive attitude and ability to work courteously and professionally.

Strong interpersonal skills.

Preferred Qualifications:

Experience or working knowledge of Customer Service.

Experience or working knowledge of Office Management.

Experience or working knowledge of electronic record retention management.

Experience or working knowledge of Microsoft Teams and SharePoint.

Tools and Equipment Used:

Computers and related software, including word processing, spreadsheet programs, communications software; calculator, telephone, and copy machine.

Physical Demands / Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is frequently required to use hands to handle objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl.

The employee must occasionally move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, color vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderately quiet.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from this position if the work is similar or related to, or a logical extension of the position.

This job description does not constitute an employment contract between the employer and employee. This job description is subject to change by the employer as the needs of the employer and requirements of the job change.

Commission Approved Date: _____